

ASRS Database Report Set

Passenger Misconduct Reports

Report Set Description	A sampling of reports that reference passenger misconduct.
Update Number	1.0
Date of Update	October 9, 2003
Number of Records in Report Set	50
Number of New Records in Report Set	50
Type of Records in Report Set	For each update, new records received at ASRS will displace a like number of the oldest records in the Report Set, with the objective of providing the fifty most recent relevant ASRS Database records. Records within this Report Set have been screened to assure their relevance to the topic.

MEMORANDUM FOR: Recipients of Aviation Safety Reporting System Data

SUBJECT: Data Derived from ASRS Reports

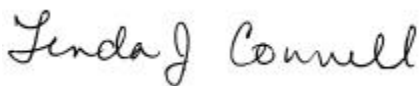
The attached material is furnished pursuant to a request for data from the NASA Aviation Safety Reporting System (ASRS). Recipients of this material are reminded of the following points, which must be considered when evaluating these data.

ASRS reports are submitted voluntarily. The existence in the ASRS database of reports concerning a specific topic cannot, therefore, be used to infer the prevalence of that problem within the National Airspace System.

Reports submitted to ASRS may be amplified by further contact with the individual who submitted them, but the information provided by the reporter is not investigated further. Such information may or may not be correct in any or all respects. At best, it represents the perception of a specific individual who may or may not understand all of the factors involved in a given issue or event.

After preliminary processing, all ASRS reports are de-identified. Following de-identification, there is no way to identify the individual who submitted a report. All ASRS report processing systems are designed to protect identifying information submitted by reports, such as, names, company affiliations, and specific times of incident occurrence. There is, therefore, no way to verify information submitted in an ASRS report after it has been de- identified.

The National Aeronautics and Space Administration and its ASRS contractor, Battelle Memorial Institute, specifically disclaim any responsibility for any interpretation which may be made by others of any material or data furnished by NASA in response to queries of the ASRS database and related materials.

A handwritten signature in cursive script that reads "Linda J Connell".

Linda J. Connell, Director
Aviation Safety Reporting System

CAVEAT REGARDING STATISTICAL USE OF ASRS INFORMATION

Certain caveats apply to the use of ASRS statistical data. All ASRS reports are voluntarily submitted, and thus cannot be considered a measured random sample of the full population of like events. For example, we receive several thousand altitude deviation reports each year. This number may comprise over half of all the altitude deviations that occur, or it may be just a small fraction of total occurrences.

Moreover, not all pilots, controllers, air carriers, or other participants in the aviation system, are equally aware of the ASRS or equally willing to report to us. Thus, the data reflect **reporting biases**. These biases, which are not fully known or measurable, may influence ASRS statistics. A safety problem such as near midair collisions (NMACs) may appear to be more highly concentrated in area “A” than area “B” simply because the airmen who operate in area “A” are more supportive of the ASRS program and more inclined to report to us should an NMAC occur.

One thing that can be known from ASRS statistics is that they represent the **lower measure** of the true number of such events that are occurring. For example, if ASRS receives 881 reports of track deviations in 1999 (this number is purely hypothetical), then it can be known with some certainty that at least 881 such events have occurred in 1999.

Because of these statistical limitations, we believe that the **real power** of ASRS lies in the **report narratives**. Here pilots, controllers, and others, tell us about aviation safety incidents and situations in detail. They explain what happened, and more importantly, **why** it happened. The values of these narrative reports lie in their qualitative nature. Using report narratives effectively requires an extra measure of study, but the knowledge derived is well worth the added effort.

Time

Date : 200301

Day : Sun

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : TNCM.Airport

State Reference : FO

Environment

Flight Conditions : VMC

Ceiling : CLR

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : B757 Undifferentiated or Other Model

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

Function.Oversight : Flight Attendant In Charge

ASRS Report : 573212

Person / 4

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Anomaly.Non Adherence : Company Policies

Supplementary

Problem Areas : Company

Problem Areas : Passenger Human Performance

Narrative :

PAX ASKED TO SEE PURSER FOR FOOD VOUCHERS WHICH ARE NOT ON BOARD. I EXPLAINED THIS TO MR X. HE ACCUSED ME OF BEING CONDESCENDING AND AN ANTI-SEMITES, AND STARTED TO RAISE HIS VOICE. I TRIED TO CALM HIM. MS X STARTED TO YELL AT ME. THEN THEY SAID I WAS ASSAULTING HIM BECAUSE WHILE I WAS WRITING, I GESTURED MY HANDS, AS MANY PEOPLE DO WHEN EXPLAINING (IE, I TALK WITH MY HANDS AS A TRAINED MOTIVATIONAL SPEAKER). THEN SHE YELLED AT ME, SO I TRIED TO CALM HER DOWN. HE YELLED AT ME SOME MORE, THEN SHE STARTED TO SAY IF I DIDN'T LEAVE SHE WOULD SCREAM AND CHARGE THE COCKPIT. THEY ALSO FOUGHT WITH AGENTS AND TSA FOR 45 MINS, ACCORDING TO OTHER PAX. THE CAPT DECIDED WE WOULD SPEAK TO THEM ON THE GND ALONG WITH CORPORATE SECURITY, WHERE THEY CONTINUED TO NOT COOPERATE. MS X SAID SHE DIDN'T KNOW THAT YOU CANNOT POUND ON THE COCKPIT DOOR. I FEEL THIS WOMAN IS A DANGER TO OTHER PAX AND SHOULD BE DEALT WITH TO THE FULLEST EXTENT OF THE LAW.

Synopsis :

B757-200 PURSER FLT ATTENDANT HAD AN ENCOUNTER WITH A PAX AND HIS WIFE WHO WERE BELLIGERENT AND CAUSING PROBS.

ACN: 573796

Time

Date : 200302

Day : Thu

Place

State Reference : KS

Altitude.MSL.Single Value : 39000

Environment

Flight Conditions : VMC

Aircraft / 1

Controlling Facilities.ARTCC : ZKC.ARTCC

Operator.Common Carrier : Air Carrier

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

Experience.Flight Time.Total : 24000

Experience.Flight Time.Last 90 Days : 180

Experience.Flight Time.Type : 2500

ASRS Report : 573796

Person / 2

Function.Flight Crew : First Officer

Person / 8

Function.Controller : Radar

Events

Resolutory Action.Flight Crew : Declared Emergency

Resolutory Action.Flight Crew : Diverted To Another Airport

Resolutory Action.Controller : Issued New Clearance

Supplementary

Problem Areas : Company

Problem Areas : Passenger Human Performance

Narrative :

ABOUT 1 HR AND 10 MINS INTO FLT, FLT ATTENDANT IN BACK OF CABIN CALLED TO RPT PAX WAS ACTING STRANGELY, PACING IN AISLE AND TALKING. HE WAS ALSO SAYING THAT HE NEEDED TO TALK TO SOMEONE. I ASKED FLT ATTENDANT TO GO AHEAD AND TALK TO PAX TO SEE WHAT HIS PROB WAS. AFTER ABOUT 5-10 MINS, FLT ATTENDANT CALLED BACK TO SAY PAX WAS ACTING EVEN STRANGER. PACING, ACTING SCARED, NERVOUS AND CONFUSED. SHE SAID SHE WAS ATTEMPTING TO TALK PAX BACK INTO HIS SEAT, BUT WASN'T HAVING ANY LUCK. SIT WAS DETERIORATING VERY RAPIDLY. I ASKED FLT ATTENDANT TO PAGE FOR A DOCTOR AND ALSO IDENT ABLE-BODIED MALE PAX, WHO WERE WILLING TO ASSIST IF NEEDED. IN THE MEANTIME, MY FO WAS INFORMING ATC OF OUR SIT AND PREPARING ATC FOR POSSIBLE DIVERT. I ALSO WAS IN CONTACT WITH MY COMPANY THROUGH MY DISPATCHER. THIS TIME WHEN FLT ATTENDANT CALLED BACK, SAID PAX WAS EVEN WORSE SAYING 'I DON'T WANT TO HURT ANYONE,' AND 'THIS FLT WILL NOT MAKE IT TO MEXICO CITY.' AT THIS POINT, FLT ATTENDANT FELT HER OPTIONS WERE RUNNING OUT AND SUGGESTED WE LAND ASAP. I INSTRUCTED HER TO ASK MALE VOLUNTEERS TO PHYSICALLY SEAT THE PAX, APPLY HANDCUFFS, AND RESTRAIN HIM WITH A SEATBELT. BY NOW, PAX HAD PARTIALLY DISROBED AND WAS IN THE AFT GALLEY. WE DECLARED AN EMER WITH ATC AND DIVERTED TO IND. FLT LANDED WITHOUT FURTHER INCIDENT. LCL, STATE, AND 'FEDS' TOOK OVER. PAX WAS REMOVED. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: CALLBACK REVEALED THAT THE PAX HAD BEEN ACTING A LITTLE BIT STRANGE DURING BOARDING, BUT IT WAS NOT OF ANY CONCERN TO THOSE WHO OBSERVED HIM. AN ON BOARD DOCTOR, WHO HELPED WITH THE SIT, STATED THAT IT APPEARED TO BE A CASE OF SOMEONE WHO MAY HAVE MISSED HIS MEDICATION. AT ONE POINT, IT TOOK UP TO 8 MEN TO CTL THE INDIVIDUAL. THE ESCALATION OF THE INCIDENT TO A SERIOUS LEVEL ALL OCCURRED IN A VERY SHORT TIME.

Synopsis :

A PAX ACTING STRANGELY BECOMES NEARLY UNMANAGEABLE. AN EMER IS DECLARED, A DIVERSION TO A NEARBY ARPT ACCOMPLISHED, WHERE PAX IS REMOVED.

Time

Date : 200302

Day : Thu

Local Time Of Day : 1801 To 2400

Place

State Reference : UT

Aircraft / 1

Controlling Facilities.ARTCC : ZLC.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B737-800

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

Experience.Flight Time.Total : 9000

Experience.Flight Time.Last 90 Days : 160

Experience.Flight Time.Type : 800

ASRS Report : 573889

Person / 2

Function.Flight Crew : First Officer

Experience.Flight Time.Total : 8000

Experience.Flight Time.Last 90 Days : 180

Experience.Flight Time.Type : 1000

ASRS Report : 574160

Person / 4

Function.Oversight : Flight Attendant In Charge

Person / 6

Function.Oversight : Supervisor

Person / 7

Function.Oversight : Coordinator

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Independent Detector.Other.Flight CrewA : 2

Supplementary

Problem Areas : Company

Problem Areas : Passenger Human Performance

Narrative :

ALL ASPECTS OF THE FLT WERE NORMAL WITH THE EXCEPTION OF EVENTS INVOLVING THE JUMPSEAT RIDER. PRIOR TO DEPARTING, AN INDIVIDUAL PRESENTED HIMSELF IN THE COCKPIT AS AN AUTHORIZED JUMPSEAT RIDER. HE HAD A JUMPSEAT PASS ISSUED BY THE GATE AGENT OF A COMPANY ID CARD. I LOOKED AT BOTH ITEMS AND THEY APPEARED TO BE IN ORDER. I BELIEVED HE WAS A COMPANY PLT. HE MENTIONED HE WAS ASSIGNED TO XYZ ON THE '300', AND THAT HE HAD BEEN EMPLOYED FOR A 'COUPLE OF YEARS.' HE ALSO SAID HE'D HAD A LONG DAY, WAS VERY TIRED AND INTENDED TO SLEEP. HE ASKED ABOUT THE OP OF THE JUMPSEAT, AND I WENT THROUGH IT WITH HIM. THIS IS NOT UNUSUAL FOR PLTS NOT ASSIGNED TO THE '800.' I BELIEVE HE WAS ASLEEP BEFORE WE GOT TO THE RWY. MY FO HAD ALSO ENGAGED THE JUMPSEATER IN CONVERSATION BEFORE DEPARTING. ONCE WE REACHED CRUISE, HE PASSED ME A NOTE ASKING IF I HAD SEEN THE JUMPSEATER'S ID CARD. I TOLD HIM I HAD, THOUGH LOOKING BACK AT HIM AT THAT POINT I COULD NOT SEE IT. THE FO CONTINUED TO BE SUSPICIOUS ABOUT THE JUMPSEATER'S IDENTITY. WITH THIS IN MIND, I SENT AN ACARS MESSAGE ASKING FOR CONFIRMATION THE JUMPSEAT RIDER'S IDENTITY AND EMPLOYMENT. THE RESPONSE INDICATED HE WAS A COMPANY RAMP EMPLOYEE AND THAT HIS IDENTITY WAS CORRECT, BUT HE WAS NOT A PLT AND THEREFORE NOT AUTHORIZED AS A COCKPIT JUMPSEAT RIDER. I CALLED THE FLT ATTENDANT #1 AND SAID I NEEDED TO MOVE THE JUMPSEATER OUT OF THE COCKPIT AND THAT SHE WOULD NEED TO FIND HIM A PLACE IN THE CABIN OR ON A FLT ATTENDANT JUMPSEAT. SHE SECURED THE OUTSIDE AREA OF THE COCKPIT AND I AWAKENED THE JUMPSEATER AND TOLD HIM I NEEDED TO GO TO THE RESTROOM. WHEN WE OPENED THE COCKPIT DOOR HE STEPPED OUT AND I SHUT AND BOLTED THE DOOR BEHIND HIM. ONCE RESEATED, I GOT ON THE INTERCOM WITH FLT ATTENDANT #1 AND ASKED TO SPEAK WITH THE JUMPSEATER. I INFORMED HIM THAT WE HAD RECEIVED WORD THAT HE WAS NOT AUTHORIZED IN THE COCKPIT AND THAT HE WOULD NEED TO RIDE IN THE CABIN THE REMAINDER OF THE FLT. HE SAID HE UNDERSTOOD AND SEEMED COOPERATIVE. HE RODE THE REST OF THE WAY, I BELIEVE, IN THE GALLEY OR ON A FLT ATTENDANT JUMPSEAT. THE COCKPIT WAS SECURED FOR THE REMAINDER OF THE FLT AS A PRECAUTION. THE REMAINDER OF THE FLT WAS UNEVENTFUL. WHEN WE ARRIVED AT THE GATE, REPS FROM THE CHIEF PLTS OFFICE AND COMPANY SECURITY WERE PRESENT. I CALLED DISPATCH. I WAS PATCHED THROUGH TO THE DUTY PLT, AND I EXPLAINED THE SIT. I WANT TO COMPLIMENT THE CABIN CREW AND ESPECIALLY FLT ATTENDANT #1 FOR THEIR COOPERATION AND PROFESSIONALISM. MOST IMPORTANT, HOWEVER, WITHOUT THE DILIGENCE AND DETERMINATION DISPLAYED BY MY FO THIS EVENT MAY NEVER HAVE COME TO LIGHT. AS AN ADDED NOTE, THE SUSPICION OF THE JUMPSEATER'S IDENTITY AROSE AFTER THE RECONSIDERATION OF THE PHRASE 'A COUPLE OF YEARS' IN REGARDS TO EMPLOYMENT. PLTS WITH LESS THAN 2 YRS AT COMPANY X ARE ON FURLOUGH. THIS WAS THE SEED THAT PLANTED DOUBT. UNFORTUNATELY IT DID NOT OCCUR SOON ENOUGH. SUPPLEMENTAL INFO FROM ACN 574160: AFTER THE JUMPSEATER WAS IN THE COCKPIT, I ENGAGED HIM IN SMALL TALK, DISCUSSING THINGS SUCH AS THE LENGTH OF HIS COMPANY EMPLOYMENT, AND WHETHER HE HAD HEARD THE RESULTS OF THE RECENT AVIATION FURLOUGH. AFTER REACHING CRUISE ALTITUDE AND HAVING MORE TIME, I THOUGHT ABOUT THE JUMPSEATER'S PART OF THE CONVERSATION WE HAD BEFORE DEP, SPECIFICALLY HIS APPARENT LACK OF KNOWLEDGE ABOUT EVENTS, AND I BEGAN TO QUESTION WHETHER HE WAS ACTUALLY A PLT. I PASSED A NOTE TO THE CAPT ABOUT HIS ID CARD. I THOUGHT WE SHOULD CHK FURTHER. WE WERE INFORMED HE WAS A RAMP EMPLOYEE, NOT A PLT. THE CAPT ARRANGED WITH THE LEAD FLT ATTENDANT FOR HIS REMOVAL FROM THE COCKPIT. WE SEARCHED THE COCKPIT FOR ANY OF HIS BELONGINGS, FOUND NONE, AND THEN THE COCKPIT DOOR WAS SECURED AND NOT OPENED AGAIN FOR THE REMAINING OF THE FLT. THE INDENT PROCESS FOR THIS JUMPSEATER OCCURRED DURING A VERY BUSY TIME OF THE PREFLT. OUR COMPANY NOW HAS MULTIPLE TYPES OF IDS IN CIRCULATION AND THEY ARE CONFUSING AND DIFFICULT TO DETERMINE WHO IS A PLT. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: RPTR ADVISED THAT THE UNAUTHORIZED JUMPSEAT RIDER WAS TERMINATED FOR THIS TRANSGRESSION AND THAT THE COMPANY WAS UNDERTAKING A REVIEW OF JUMPSEAT AUTHORIZATION PROCS.

Synopsis :

WHILE ENRTE, FLC OF B738 DISCOVERED JUMPSEAT RIDER WAS NOT AUTHORIZED ACCESS TO THE COCKPIT. THROUGH CLEVER SUBTERFUGE REMOVED HIM FROM COCKPIT WITHOUT INCIDENT AND DELIVERED HIM TO SECURITY UPON ARR AT DEST.

Time

Date : 200302

Place

State Reference : CA

Environment

Ceiling : CLR

Aircraft / 1

Controlling Facilities.ARTCC : ZOA.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B757 Undifferentiated or Other Model

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 573904

Person / 3

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Resolatory Action.None Taken : Unable

Supplementary

Problem Areas : Airspace Structure

Problem Areas : Environmental Factor

Problem Areas : Passenger Human Performance

Problem Areas : Weather

Narrative :

SEVERE TURB. WE ROCKED AND ROLLED. WE WERE TOSSED LIKE SALAD. PAX WITH KIDS WERE TRYING TO ASSIST WITH VOMIT CLEAN-UP AND WE HAD TO YELL AT ONE MAN TO SIT IN THE AISLE AND HAVE THE OTHER PAX HOLD HIM DOWN AS HE HAD LEFT (UNWITTINGLY) HIS SEAT TO LOOK IN AN OVERHEAD BIN. PAX DON'T HAVE THE SLIGHTEST IDEA OF WHAT TURB CAN CAUSE. SOMEONE NEEDS TO PUT OUT AN INFORMATIONAL VIDEO OR PAMPHLET.

Synopsis :

B757 FLT ATTENDANT RPT ON PAX REACTIONS TO BEING IN SEVERE TURB AND NOT ABIDING BY THE SEATBELT REQUIREMENTS.

Time

Date : 200302

Day : Thu

Local Time Of Day : 1201 To 1800

Place

State Reference : CA

Aircraft / 1

Controlling Facilities.ARTCC : ZOA.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B767-300

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 575035

Person / 2

Experience.Flight Time.Total : 32

Experience.Flight Time.Last 90 Days : 32

Experience.Flight Time.Type : 100

ASRS Report : 575036

Person / 3

Function.Oversight : PIC

Function.Flight Crew : Captain

Supplementary

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

2 PAX WERE TRAVELING TOGETHER. THEY WERE VIDEO TAPING THE CABIN DURING FLT AND DURING PREFLT, AND WERE ASKED TO STOP FILMING. THEY RANG CALL LIGHTS FREQUENTLY, AND WHEN FLT ATTENDANTS ANSWERED THE CALL LIGHT, THEY WERE NASTY. 1 PAX PROCEEDED TO SMOKE IN THE LAVATORY, AND WHEN CONFRONTED, HE DENIED AND HIS FRIEND BECAME VERBALLY ABUSIVE TO OTHER FLT ATTENDANTS AND MYSELF. WE FOUND THE CIGARETTE BUTT, MATCH, AND THE TISSUE, WHICH HE USED TO COVER THE SMOKE DETECTOR IN THE LAVATORY TRASH BIN. THESE ITEMS WERE GIVEN TO HNL MARSHAL. SUPPLEMENTAL INFO FROM ACN 575036: PAX WOULDN'T COMPLY TO SEATBELT SIGN. USED THEIR CELL PHONE ABOUT 45 MINS, TOOK SNAP SHOTS OF FORWARD GALLEY AND COCKPIT. CAPT EITHER WAS ILL INFORMED OF THE SIT BY THE PURSER OR JUST THOUGHT THE PROB WOULD GO AWAY. NO ONE WAS CALLED. THE FLT ATTENDANTS INFORMED THE AGENT UPON ARR IN HON, AND HE WAS THE PERSON WHO CALLED FOR ASSISTANCE. THE PAX WERE DENIED THE RETURN TRIP ON OUR FLTS. POLICE INFORMED FAA THEY DIDN'T WANT TO COME OUT TO ARPT. FIRST CLASS PAX WAS READING A HARD CORE PORNO MAGAZINE AND WAS MASTURBATING UNDER HIS BLANKET. FIRST CLASS PAX SEATED NEXT TO HIM COMPLAINED TO PURSER -- NOTHING WAS DONE -- HE WAS TOLD TO PUT AWAY MAGAZINE. FLT ATTENDANTS WERE VERY DISAPPOINTED WITH THE LACK OF LEADERSHIP. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE CAPT DID NOT WANT TO HAVE AUTHS MEET THE ACFT. WHEN THE SIT WAS RPTD TO THE AGENT ON ARR, A MARSHAL WAS CALLED. THE PAX WERE INTERVIEWED IN THE BAGGAGE CLAIM AREA, AND FILM RECORDINGS WERE CONFISCATED. THE COMPANY ADDED THE PAX TO THEIR LIST OF THOSE TO BE WATCHED FOR ON FUTURE FLTS.

Synopsis :

2 PAX WOULD NOT COMPLY WITH FLT ATTENDANT DIRECTIONS CONCERNING SAFETY REQUIREMENTS, AND BECAME ABUSIVE.

Time

Date : 200302

Day : Thu

Place

Locale Reference.Airport : JFK.Airport

State Reference : NY

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : B777 Undifferentiated or Other Model

Mission : Passenger

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

ASRS Report : 575165

Person / 2

Function.Oversight : Flight Attendant In Charge

Events

Independent Detector.Other.Flight CrewA : 1

Supplementary

Problem Areas : Cabin Crew Human Performance

Problem Areas : Environmental Factor

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

I HAD ASKED THE # 1 FLT ATTENDANT TO TRY TO KEEP THE SEATS IN THE AREA OF 20 A- B- H- AND J CLR. I HAD REQUESTED THIS BECAUSE THAT AREA IS NOT VISIBLE FROM ANY CREW STATION. SEAT 20X WAS ASSIGNED TO A PAX. I ASKED THE PAX TO SWITCH HIS SEAT. SINCE THERE WERE NUMEROUS SEATS OPEN IN COACH CABIN. AFTER THE SEAT CHANGE WAS ACCOMPLISHED THE PAX ASKED TO SPEAK TO ME AND I OBLIGED. I EXPLAINED THE SEAT CHANGE WAS FOR SECURITY REASONS. HE OBJECTED AND I EXPLAINED THE SIT ONCE MORE. HE THEN WANTED A FREE UPGRADE TO BUSINESS CLASS. I EXPLAINED THAT I COULDN'T DO THAT UNLESS HE WISHED TO PAY FOR THE UPGRADE. THROUGHOUT THE DISCUSSION HE KEPT WAVING A CARD IN FRONT OF ME CLAIMING TO BE A PREFERRED CUSTOMER. DURING THIS PROCESS I CHKD WITH THE AGENT AND THEY CLAIMED HE WAS NOT LISTED AS A PREFERRED CUSTOMER. I ASKED HIM TO PLEASE COOPERATE. HE SAID, 'YOU WOULDN'T BE TREATING ME LIKE THIS IF I WERE DIFFERENT.' I ASKED HIM, 'DIFFERENT HOW', AND WHAT WAS HE INFERRING. HE SAID, 'YOU KNOW.' I THEN ASKED HIM IF HE WERE CALLING ME A RACIST. HE SHEEPISHLY SAID, 'NO.' I THEN ASKED WHAT HE DID MEAN AND HE REPEATED, 'YOU KNOW.' HE THEN HURRIED BACK TO HIS SEAT. I THINK AFTER HIS SEAT WAS CHANGED THAT HE USED THE SIT TO ATTEMPT TO GET AN UNWARRANTED UPGRADE. HE THEN ATTEMPTED TO GET THE UPGRADE BY USING RACE AS A LEVER TO OBTAIN THE UPGRADE. IT FAILED.

Synopsis :

B777 CAPT ASK THAT A PAX SIT IN ANOTHER SEAT FOR SECURITY REASONS. THE PAX ARGUED AND TRIED TO GET AN UPGRADE TO BUSINESS CLASS.

Time

Date : 200303

Day : Wed

Local Time Of Day : 1801 To 2400

Place

State Reference : GA

Aircraft / 1

Controlling Facilities.ARTCC : ZTL.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B737-800

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

Experience.Flight Time.Total : 10000

Experience.Flight Time.Last 90 Days : 150

Experience.Flight Time.Type : 8500

ASRS Report : 575927

Person / 2

Function.Flight Crew : First Officer

Person / 3

Function.Flight Crew : First Officer

Person / 5

Function.Controller : Radar

Events

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.Flight Crew : Diverted To Another Airport

Supplementary

Problem Areas : Passenger Human Performance

Problem Areas : Weather

Narrative :

ENRTE FROM BUF TO ATL, WE WERE TO ARRIVE VIA THE MACEY ARR, BUT ATL APCH CLOSED IT DOWN DUE TO HVY TSTMS ROLLING THROUGH THE ATL AND SURROUNDING AREA. WE WERE VECTORED TO THE SINCA ARR AND TOLD THAT OUR HOLD WOULD BE INDEFINITE: EFC WAS WELL OVER OUR CAPABLE HOLD TIME OF ONLY 30 MINS BEFORE BINGO. SCHEDULED ALTERNATE WAS CAE, BUT WE WERE ADVISED THAT CAE WAS CLOSED TO ANY MORE DIVERSIONS. DISPATCH SUGGESTED CHS, BUT THE STORMS WERE GOING IN THAT DIRECTION AND I THOUGHT IT A BAD IDEA. IF I ARRIVED THERE AND THEY SHUT DOWN, I WOULDN'T HAVE MUCH FUEL LEFT FOR ANOTHER ARPT. SINCE WE WERE ALREADY ON THE S SIDE OF ATL, WHERE THERE WASN'T MUCH WX, I SUGGESTED CSG TO THE DISPATCHER. I HAVE PLENTY OF EXPERIENCE IN CSG WITH THE B737-200, PLUS THE RWY IS LONGER THAN MDW'S WITH THE DISPLACED THRESHOLDS CONSIDERED, ANOTHER ARPT I HAVE MUCH EXPERIENCE IN. DISPATCH GAVE HIS BLESSING FOR CSG WHERE I LANDED. THE GND CREW WAS READY TO HELP, BUT FURTHER CONVERSATION WITH DISPATCH YIELDED A MESSAGE THAT THE FO WAS OUT OF CREW DUTY DAY AND COULD NOT FLY. CREW ACCOMMODATIONS THEN STATED THERE WERE NO ROOMS TO BE FOUND. DISPATCH COORDINATED A BUS TO DRIVE FROM ATL TO CSG TO PICK UP THE CREW AND PAX, WHICH ARRIVED AT XA00 AND BROUGHT US INTO THE ATL ARPT AT XB45. I WAS INFORMED AS WE LANDED IN CSG THAT I HAD A VERY DISRUPTIVE PAX ON BOARD. HER VERBAL ABUSE AND EXTREME BELLIGERENCY CAUSED MANY PAX TO BECOME UPSET AND ASK ME NOT TO ALLOW HER TO TRAVEL WITH US ANY MORE. I CHOSE NOT TO ALLOW HER ANY FURTHER TRAVEL WITH US AFTER HAVING CAUSED SO MUCH CONCERN WITH THE PAX.

Synopsis :

THIS RPT ILLUSTRATES THAT A WELL COORD DIVERSION DUE TO WX DOES NOT NECESSARILY END THE PROBS ENCOUNTERED BY THE AIRLINE CREW DURING THIS KIND OF OP. CONTINUED PROBS WITH PAX AND CREW LEGALITY ISSUES ARE STILL THERE.

Time

Date : 200303

Day : Tue

Local Time Of Day : 1801 To 2400

Place

State Reference : PR

Environment

Flight Conditions : VMC

Ceiling : CLR

Aircraft / 1

Controlling Facilities.ARTCC : ZSU.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B757 Undifferentiated or Other Model

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 576555

Person / 4

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Resolatory Action.None Taken : Anomaly Accepted

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

SHORTLY AFTER PAX MR AND MRS X, BOARDED ACFT, MR X APCHED ME IN THE FIRST CLASS GALLEY AND ASKED THAT I SPEAK TO HIS WIFE, THAT SHE WAS UPSET ABOUT AN INCIDENT, WHICH HAPPENED IN SJU ARPT. MRS X WAS SEATED AND SHE WAS CRYING. PAX WAS IN SOMEWHAT OF A HYSTERIA, AND ALL I COULD COMPREHEND WAS THAT THEY HAD AN ENCOUNTER WITH AN ACR EMPLOYEE THAT WOULD NOT LIFT A BAG THAT WAS TOO HVY FOR HER, AND SOMEWHERE ALONG THE LINE, HAD NICKED HER LEG WITH THE BAG. MR X SAID THEY WERE VERY UPSET AT HOW THEY WERE TREATED, AND INQUIRED ABOUT A FIRST CLASS UPGRADE. I EXPRESSED MY CONCERN AND SAID I WOULD RETURN DURING THE FLT, AS I WANTED A FULL RPT TO DOCUMENT THE SIT, AS I WAS CONCERNED ABOUT THEIR HAVING AN ENJOYABLE EXPERIENCE WITH OUR COMPANY. I THEN BRIEFED WITH FLT ATTENDANTS TO OFFER THE COUPLE COMPLIMENTARY HEADSETS AND ALCOHOLIC BEVERAGES IF THEY SO DESIRED, AND THAT I WOULD RETURN TO COMPLETE A RPT OF THE INCIDENT.

Synopsis :

A B757 #1 FLT ATTENDANT RPTED THAT A COUPLE BECAME INTOXICATED AND ABUSIVE DURING A FLT FROM SJU TO FLL.

Time

Date : 200303

Day : Wed

Local Time Of Day : 1801 To 2400

Place

Locale Reference.Airport : BWI.Airport

State Reference : MD

Altitude.MSL.Single Value : 2000

Environment

Flight Conditions : IMC

Ceiling.Single Value : 4700

Aircraft / 1

Controlling Facilities.TRACON : PCT.TRACON

Operator.Common Carrier : Air Carrier

Make Model : B737-300

Mission : Passenger

Flight Phase.Descent : Approach

Route In Use.Approach : Instrument Precision

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

Experience.Flight Time.Total : 26500

Experience.Flight Time.Last 90 Days : 200

Experience.Flight Time.Type : 12500

ASRS Report : 576709

Person / 2

Function.Flight Crew : First Officer

Events

Anomaly.Non Adherence : FAR

Independent Detector.Aircraft Equipment.Other Aircraft Equipment : ILS CDI

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.None Taken : Anomaly Accepted

Supplementary

Problem Areas : Aircraft

Problem Areas : Flight Crew Human Performance

Problem Areas : Navigational Facility

Problem Areas : Weather

Narrative :

ON THE APCH INTO BWI, THE FO WAS FLYING AND I WAS REQUIRED TO KEEP MY VOR ON THE BAL FREQ TO MONITOR DME FOR THE APCH UNTIL THE FINAL APCH FIX. THE AUTOPLT HAD CAPTURED THE LOC AND I MADE THE CALLOUT 'LOC CAPTURED' AND ADVISED THE FO THAT HE WAS FREE TO GO AHEAD AND DSDN ON THE GLIDE SLOPE. AS I LOOKED AT THE APCH PROGRESS DISPLAY TO VERIFY THAT THE GLIDE SLOPE WAS CAPTURED, SOMETHING DID NOT LOOK RIGHT. THE ANNUNCIATOR SAID THAT THE GLIDE SLOPE WAS CAPTURED, BUT NOT THE LOC. AFTER A COUPLE OF DOUBLE TAKES LOOKING AT THE DISPLAY, I LOOKED OVER AT THE FO'S VOR, AND SURE ENOUGH, THE CDI WAS OFF-SCALE AND PEGGED TO THE L. I CALLED OUT FULL SCALE DEFLECTION JUST AS WE BROKE OUT OF THE CLOUDS AND FOUND THAT WE WERE ABOUT 1 MI TO THE R OF CTRLINE. THE FO HAD NOT NOTICED ANYTHING UNUSUAL UNTIL I MADE THE CALLOUT. BOTH PLTS WERE ALERT AND FOCUSED AND FLYING BY THE BOOK. IN RETROSPECT, I BELIEVE THAT THE ACFT INSTS HAD BEEN AFFECTED BY CELL PHONES OR OTHER EQUIP IN THE ACFT CABIN. I MAY HAVE INADVERTENTLY ATTRIBUTED TO THIS BY MAKING AN ANNOUNCEMENT AS WE STARTED OUR DSCNT ABOUT THE WAR IN IRAQ. ATC HAD MADE A BROADCAST IN THE BLIND THAT THE LIBERATION OF IRAQ HAD JUST BEGUN. THE TENSION CREATED BY IMMINENT WAR WAS ON EVERYONE'S MIND AND I WAS HAPPY TO SHARE THE NEWS WITH THE PEOPLE IN THE CABIN. HOWEVER, THE EVENTS DURING THE PAST 2 YRS HAVE SHOWN THAT CELL PHONES PROLIFERATE AND CAN BE USED FROM THE BACK OF AN AIRPLANE. I HAVE NO OTHER LOGICAL EXPLANATION FOR THE AUTOPLT BEING LOCKED ONTO A LOC 1 MIN AND 1 MI OFF COURSE THE NEXT MOMENT. SEVERAL OTHER FACTORS COULD HAVE MADE THIS EVENT MUCH WORSE: 1) THE ATIS WAS CALLING THE WX FEW CLOUDS AT AROUND 2000 FT (I CAN'T REMEMBER EXACTLY) AND A CEILING OF 4700 FT. THE ACTUAL CEILING ON FINAL WAS ABOUT 1800 FT. THIS HAPPENS A LOT AND SEEMS TO HAPPEN MUCH MORE OFTEN AT THE FIELDS THAT USE AUTOMATED ATIS. 2) NO WARNING WAS EVER ISSUED BY APCH CTL. WE WERE BEING HANDED OFF TO THE TWR AT THE TIME AND THE TWR DIDN'T MENTION OUR BEING OFF COURSE EITHER. 3) THE FACT THAT THE APCH REQUIRES 1 NAVAID TO BE SET TO THE VOR-DME MEANT THAT 1 PLT WAS NOT PRESENTED WITH A LOC TO MONITOR. THIS IS LESS THAN OPTIMUM ESPECIALLY FOR A CAT 3 RWY. IN THE PAST (ON 1 OCCASION) I HAVE ACTUALLY SEEN A CELL PHONE CAUSE A LOC NEEDLE TO BE CTRED WITH NO OFF FLAG WHEN THE AIRPLANE WAS NOT ON THE COURSE DURING VMC. SUGGESTIONS FOR PREVENTION: NEVER MAKE A PA THAT MIGHT ENCOURAGE THE USE OF A CELL PHONE DURING FLT.

Synopsis :

AN ACR B737-700 CREW, ON APCH TO BWI RWY 10, ATTRIBUTES BEING OFF COURSE TO POSSIBLE UNAUTH USE OF CELL PHONES PROMPTED BY A CABIN ANNOUNCEMENT. THE INABILITY OF THE CREW TO BOTH BE ON THE ILS FREQ BECAUSE OF THE APCH DESIGN, ALSO MAYBE A CONTRIBUTING FACTOR.

Time

Date : 200303

Day : Fri

Local Time Of Day : 0601 To 1200

Place

Locale Reference.Airport : SAN.Airport

State Reference : CA

Altitude.MSL.Single Value : 1500

Environment

Flight Conditions : VMC

Aircraft / 1

Make Model : Jet Ranger/Kiowa

Mission : Business

Flight Phase.Cruise : Level

Person / 1

Function.Flight Crew : Single Pilot

Experience.Flight Time.Total : 6200

Experience.Flight Time.Last 90 Days : 150

Experience.Flight Time.Type : 2500

ASRS Report : 576720

Events

Anomaly.Non Adherence : FAR

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.None Taken : Anomaly Accepted

Supplementary

Problem Areas : Aircraft

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

THE ONBOARD TV TALENT HAD BROUGHT AN EMPTY BEER STEIN TO USE AS A PROP FOR A PHOTOGRAPH FOR A FRIEND. THE TALENT PLACED THE STEIN ON TOP OF THE CAMERA MONITOR (LIKE A TV SCREEN) TO TAKE THE PHOTO. DUE TO THE INHERENT VIBRATIONS OF THE HELI, THE STEIN FELL BEHIND THE MONITOR, FALLING ON AND BREAKING THE CHIN BUBBLE. THE TALENT THEN TRIED TO RETRIEVE THE STEIN, BUT IN THE PROCESS, THE STEIN FELL THROUGH THE HOLE IN THE CHIN BUBBLE AND DEPARTED THE ACFT. TALENT AND I TRIED TO DETERMINE WHERE THE STEIN MIGHT HAVE FALLEN, BUT WERE UNABLE TO DETERMINE THE LOCATION AND ANY POSSIBLE DAMAGE TO PROPERTY ON THE GND. FLT WAS THEN TERMINATED TO OUR HOME BASE.

Synopsis :

B206B3 PAX INADVERTENTLY DROPS AN OBJECT OVER A POPULATED AREA.

Time

Date : 200303

Day : Mon

Local Time Of Day : 1801 To 2400

Place

State Reference : IN

Aircraft / 1

Controlling Facilities.ARTCC : ZID.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : MD-80 Super 80

Mission : Passenger

Person / 1

ASRS Report : 577526

Person / 4

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : Published Procedure

Resolatory Action.Flight Crew : Took Precautionary Avoidance Action

Supplementary

Problem Areas : Environmental Factor

Problem Areas : Passenger Human Performance

Narrative :

PAX APCHED FLT ATTENDANTS IN BACK OF S80, SAYING THERE MIGHT BE A HOSTAGE IN CARGO WITH EXPLOSIVES. SHE WAS VERY HARD TO UNDERSTAND AND WAS VERY VAGUE. I RPTD TO CAPT. RETURNED TO CABIN AND TALKED TO PAX. I GOT HER DRIVER'S LICENSE AND TICKET FROM HER. PAX SAID SECURITY IN COLLEGE STATION, TX, SEARCHED HER FOR EXPLOSIVES, WHILE TALKING TO THEM (SECURITY) THEY HINTED ABOUT EXPLOSIVES ON OUR FLT, DFW-XXX, WITH A HOSTAGE IN CARGO. MOVED 2 MALE PAX AROUND HER, SO SHE COULDN'T OR WOULDN'T MOVE OUT OF SEAT DURING LNDG AND TAXI-IN. FLT MET BY LCL POLICE, THEY REMOVED HER FROM FLT DOWN TO THE TARMAC. DOGS WERE SEEN GOING TO CARGO. LAST WE HEARD OF SIT. FLT ATTENDANTS THOUGHT SHE WASN'T QUITE SURE OF HERSELF AND WAS NOT THINKING ABOUT WHAT SHE WAS SAYING. I THOUGHT SHE WAS UPSET ABOUT SECURITY GOING THROUGH HER BAGS IN COLLEGE STATION.

Synopsis :

PAX ALLEGED EXPLOSIVES AND HOSTAGE IN CARGO PIT.

ACN: 577741

Time

Date : 200303

Day : Tue

Local Time Of Day : 1801 To 2400

Place

Locale Reference.Airport : MIA.Airport

State Reference : FL

Environment

Ceiling : CLR

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : B757 Undifferentiated or Other Model

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 577741

Person / 3

Function.Oversight : Flight Attendant In Charge

Person / 4

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Flight Crew : Landed As Precaution

Resolatory Action.Controller : Issued New Clearance

Supplementary

Problem Areas : Environmental Factor

Problem Areas : Passenger Human Performance

Narrative :

PAX STARTED THROWING ICE CUBES AT RELIGIOUS OFFICIAL SEATED FWD OF HER. BECAME VOCAL WITH HIM. WE MOVED HER FURTHER BACK IN COACH. SHE CONTINUED VERBALLY DISTURBING EVERYONE. SHE WAS ASKED TO STOP, BUT DID NOT. FLT ATTENDANT #1 GAVE HER OUR 'INFLT DISTURB FORM' TO READ. THIS ONLY MADE HER MORE UPSET AND VOCAL. WE INFORMED HER IF SHE DIDN'T STOP WE WOULD HAVE TO RESTRAIN HER WITH OUR FLEX CUFFS. SHE SAID GO AHEAD BECAUSE WE WERE ALL GOING TO DIE TODAY ANYWAY. SHE WAS KICKING AND SCREAMING, 2 VOLUNTEERS HELPED HOLD HER DOWN AND GET HER CUFFED. SHE CONTINUED TO SWEAR, CURSE AND SING PRAYERS THAT SHE IS GOD AND WE MUST ALL DIE. SHE CURSED MANY OTHER RELIGIONS AND RACES, STARTED SPEAKING IN OTHER LANGUAGES. SHE SAID SHE HAD A BOMB AND WOULD BLOW UP THE ACFT BECAUSE HER HUSBAND (MIDDLE EASTERN SOUNDING NAME) HATED AMERICANS. I WAS ON THE INTERPHONE WITH CAPT, DECIDED TO LAND TO HAVE HER REMOVED. HER BEHAVIOR BECAME MORE DISRUPTIVE AS SHE CONTINUED TO THREATEN OTHER PAX AROUND HER. LANDED WITH NO FURTHER PROBS. LCL GOVERNMENT SECURITY AND POLICE REMOVED PAX. ACFT SECURITY CHK AND BAG REMOVAL COMPLETED. THIS PAX SEEMED VERY NICE AND NORMAL TO ME WHEN I SERVED HER. SHE HAD A BLOODY MARY AND DID NOT APPEAR INTOXICATED OR STRANGE IN ANY WAY. HOWEVER, AFTER THE INCIDENT, MANY PAX TOLD ME THAT THEY SAW HER PRIOR TO BOARDING DRINKING BEER AND PLAYING WITH A WHEELCHAIR. IF OUR AGENT SAW THIS BEHAVIOR, HE/SHE SHOULD HAVE INFORMED A FLT ATTENDANT PRIOR TO BOARDING. ALCOHOL COULD HAVE BEEN A FACTOR, BUT SHE HAD 1/3 OF HER DRINK WHEN THE #1 FLT ATTENDANT TOOK IT AWAY. THEN WE RE-SEATED HER. SHE WAS TOTALLY FINE FOR THE FIRST HOUR OF THE FLT.

Synopsis :

CABIN ATTENDANT AND PAX RESTRAINED DISRUPTIVE FEMALE PAX. B757 DIVERTED TO AN INTERMEDIATE ARPT, WERE MET BY LAW ENFORCEMENT AND SECURITY AND PAX WAS REMOVED.

ACN: 578416

Time

Date : 200304

Day : Wed

Local Time Of Day : 1801 To 2400

Place

State Reference : TX

Aircraft / 1

Controlling Facilities.ARTCC : ZHU.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B767-300

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 578416

Person / 2

Function.Oversight : Flight Attendant In Charge

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

A MALE PAX EXITED THE AFT L LAVATORY. AS HE EXITED, I THOUGHT I SMELLED SMOKE. ANOTHER PAX ENTERED LAVATORY BEFORE I COULD, AND I ASKED HIM IF IT SMELLED OF SMOKE. HE SAID THAT IT DID. I ENTERED LAVATORY AND DEFINITELY SMELLED CIGARETTE SMOKE. THE OFFENDING PAX HAD GONE UP THE WRONG AISLE TO HIS SEAT, AND WAS RETURNING DOWN THE AISLE TOWARDS ME. HE SMELLED OF CIGARETTE SMOKE. I ASKED HIM IF HE HAD BEEN SMOKING, AND HE SAID 'NO'. HE WAS VISIBLY INTOXICATED -- STAGGERING AND UNABLE TO LOOK ME IN THE EYE. HE RETURNED TO HIS SEAT, AND I PHONED PURSER TO RPT INCIDENT.

Synopsis :

B767-300 FLT CREW ATTENDANT FOUND A PAX THAT WAS DRUNK AND SMOKING IN THE LAVATORY.

ACN: 578712

Time

Date : 200303

Day : Wed

Local Time Of Day : 1801 To 2400

Place

State Reference : US

Aircraft / 1

Controlling Facilities.ARTCC : ZZZ.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B767 Undifferentiated or Other Model

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

Function.Oversight : Flight Attendant In Charge

ASRS Report : 578712

Person / 3

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

ALCOHOL AND PRESCRIPTION DRUGS WAS TAKEN BY THE PAX. THE PAX BECAME PARANOID, THINKING OTHER PAX WERE SUSPICIOUS. HE BEGAN TALKING LOUD, GETTING OUT OF HIS SEAT, HITTING A PAX IN FRONT OF HIM, AND GRABBING A FLT ATTENDANT BY THE NECKTIE. I KEPT THE CAPT INFORMED. HE SAID BOSTON WOULD BE THE CLOSEST CITY TO LAND BY THE TIME THIS INCIDENT ELEVATED. WE WERE GETTING ASSISTANCE FROM PAX TO HELP US FLEX-CUFF THE MAN. HOWEVER, ANOTHER FLT ATTENDANT WAS ABLE TO CALM HIM DOWN. WE LANDED SAFELY AND THE POLICE IN BOS CAME ONBOARD AND TOOK HIM OFF PEACEFULLY.

Synopsis :

B767 PURSER FLT ATTENDANT RPTED THAT A PAX BECAME BELLIGERENT AFTER TAKING PRESCRIPTION DRUGS, AND THEN ALCOHOL.

ACN: 578820

Time

Date : 200304

Day : Sat

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : PLK.Airport

State Reference : MO

Environment

Flight Conditions : VMC

Aircraft / 1

Operator.General Aviation : Personal

Make Model : M-20 K (231)

Mission : Pleasure

Person / 1

Function.Flight Crew : Single Pilot

Experience.Flight Time.Total : 3600

Experience.Flight Time.Last 90 Days : 50

Experience.Flight Time.Type : 30

ASRS Report : 578820

Events

Anomaly.Non Adherence : Published Procedure

Independent Detector.Aircraft Equipment.Other Aircraft Equipment : Lndg Gear Warning Sys

Resolutory Action.None Taken : Detected After The Fact

Supplementary

Problem Areas : Environmental Factor

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

WHILE ON AN IFR FLT IN VMC FROM MO4 TO PLK I CANCELED IFR APPROX 20 MI FROM DEST 10N. I HAD APPROX 4000 FT TO LOSE BEFORE LNDG AFTER RELEASE FROM ATC (SPRINGFIELD, MO APCH CTL). WHEN NEARING DEST AND CONTACTING PLK UNICOM, I WAS INFORMED OF AT LEAST 2 ACFT IN PATTERN AND 1 ACFT DOING THE GPS APCH TO RWY 29. DUE TO THE EXTENT OF TFC IN THE AREA AND THE QUICK DSCNT TO PATTERN ALT AND MY 7 YR OLD DAUGHTER CRYING EXTREMELY LOUD DUE TO EARS HURTING, I WAS DISTRACTED ON FINAL APCH AND DID NOT VERIFY MY GEAR WAS EXTENDED. ALSO DUE TO MY DAUGHTER'S LOUD CRYING I DID NOT HEAR THE GEAR HORN. I FEEL TO NOT HAVE THIS HAPPEN TO ANOTHER THAT A GAR SHOULD BE DONE AND WORKLOAD LESSENER. ALSO ON SHORT FINAL I XMITTED THE FACT I HAD FLOWN THROUGH A LARGE FLOCK OF BIRDS.

Synopsis :

PLT OF M20P LANDED GEAR UP AT PLK. VOLUME OF CRYING CHILD OVERWHELMED LNDG GEAR WARNING HORN.

ACN: 578828

Time

Date : 200304

Day : Tue

Place

Locale Reference.Airport : MIA.Airport

State Reference : FL

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : B737 Undifferentiated or Other Model

Mission : Passenger

Person / 1

ASRS Report : 578828

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

UPON BOARDING, IT WAS BROUGHT TO MY ATTN THAT A FEMALE PAX APPEARED, ACTED, AND SMELLED DRUNK. I SPOKE WITH HER AND THE GATE AGENT ON THE JET BRIDGE AND EXPLAINED THAT IT VIOLATED FAR'S TO BOARD HER. SHE PROCEEDED TO CALL ME A 'FOUL NAME' AND I TOLD HER TO FOLLOW THE AGENT BACK TO THE TERMINAL BEFORE WE CALLED SECURITY. SHE, AFTER A FEW MINS, LEFT.

Synopsis :

CABIN ATTENDANT RPTS INEBRIATED FEMALE PAX REMOVED FROM ACFT PRIOR TO DEP.

ACN: 578863

Time

Date : 200304

Day : Thu

Local Time Of Day : 0601 To 1200

Place

State Reference : WI

Altitude.MSL.Single Value : 15000

Aircraft / 1

Controlling Facilities.TRACON : C90.TRACON

Operator.Common Carrier : Air Carrier

Make Model : B737 Undifferentiated or Other Model

Mission : Passenger

Flight Phase.Descent : Intermediate Altitude

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

ASRS Report : 578863

Person / 2

Function.Flight Crew : First Officer

Events

Anomaly.Non Adherence : FAR

Supplementary

Problem Areas : Company

Problem Areas : Passenger Human Performance

Narrative :

PAX USING THEIR OWN ALCOHOL. FLT ATTENDANT TOLD THEM TO STOP. THEY WOULD NOT FOLLOW INSTRUCTION. FLT ATTENDANT TOLD ME ABOUT 20 MINS FROM LNDG AND THAT THEY WERE GOING TO WRITE IT UP. I CONTINUED TO ORD AND LANDED NO PROBS. CUSTOMER SVC AGENT MET THEM AND TALKED TO THEM.

Synopsis :

PAX DRINKING FROM OWN ALCOHOL SUPPLY.

Time

Date : 200304

Day : Tue

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : SEA.Airport

State Reference : WA

Altitude.MSL.Single Value : 14000

Environment

Flight Conditions : VMC

Ceiling : CLR

Aircraft / 1

Controlling Facilities.ARTCC : ZSE.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B757 Undifferentiated or Other Model

Mission : Passenger

Person / 1

Function.Flight Crew : First Officer

Experience.Flight Time.Total : 10600

Experience.Flight Time.Last 90 Days : 150

Experience.Flight Time.Type : 1775

ASRS Report : 579098

Person / 2

Function.Oversight : PIC

Function.Flight Crew : Captain

Experience.Flight Time.Total : 18000

Experience.Flight Time.Last 90 Days : 180

Experience.Flight Time.Type : 5000

ASRS Report : 578765

Person / 5

Function.Controller : Radar

Events

Anomaly.Non Adherence : Company Policies

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

DURING CLBOUT FROM SEA, WE OBSERVED MT RANIER WAS CLR, WIND WAS BLOWING FROM THE S, AND AIR WAS SMOOTH. THEREFORE, WE ASKED FOR A MOUNTAIN TOUR. ZSE TOLD US TO CLB VFR BELOW 17500 FT TO MAINTAIN FL230, PASS TO THE S OF THE MOUNTAIN, AND WHEN THROUGH, FLY HDG 130 DEGS FOR VECTORS ON COURSE. THE TOUR WAS UNEVENTFUL, ARRIVING AT 14000 FT MSL, AS WE PASSED THE PEAK AND HDG ALMOST 130 DEGS ALREADY. FOLLOWING THE CLB, A DEADHEADING PLT REQUESTED COMING TO THE COCKPIT. HE HAD JUST GIVEN US A LINE CHK INTO SEA, SO WE ALLOWED HIM IN. HE EXPRESSED SURPRISE AT THE PROX OF THE MOUNTAIN, AND STATED IT HAD FRIGHTENED HIM (IN SO MANY WORDS). OUR CONCERN WAS NOT WITH THE MOUNTAIN TOUR, BUT WITH HIS ACTIONS AS WE WERE LATER INFORMED BY THE FLT ATTENDANTS. HE HAD JUMPED OUT OF HIS SEAT (WITH THE SEATBELT SIGN STILL ON), AND RUSHED TO THE REAR OF THE ACFT TO SEE HOW CLOSE THE MOUNTAIN WAS AND TO EXPRESS CONCERN TO THEM, THE FLT ATTENDANTS, HIMSELF. HE LATER TOLD US HE HAD NEVER SEEN A MOUNTAIN FLY-BY. IT SEEMS THAT HE SHOULD HAVE FOUND OUT WHAT WAS NORMAL AND WHAT WAS NOT, BEFORE ATTEMPTING TO WORRY FLT ATTENDANTS AND PAX BY DISREGARDING SEATBELT LIGHTS. SUPPLEMENTAL INFO FROM ACN 578765: A DEADHEADING CHK PLT FOR OUR COMPANY WANTED ADMISSION TO THE COCKPIT. HE FELT UNCOMFORTABLE WITH OUR FLY-BY, AND HAD LEFT HIS SEAT WITH THE SEATBELT LIGHT STILL ILLUMINATED TO OBTAIN DIFFERENT VIEWS OF THE MOUNTAIN. INSTEAD OF IGNORING THE SEATBELT SIGN AND POTENTIALLY ALARMING THE PAX, HE SHOULD HAVE KEPT HIS SEAT AND SPOKEN TO US ABOUT HIS CONCERNS LATER. WE RECEIVED THANKS FOR THE TOUR FROM MANY PAX, AS THEY DEPLANED AS IS USUALLY THE CASE WHEN I'VE DONE THIS TOUR IN THE PAST.

Synopsis :

PAX ON B757 MOVED ABOUT CABIN WHILE SEATBELT SIGN WAS ILLUMINATED DURING SCENIC FLY-BY OF MT RAINIER. MISBEHAVING PAX WAS A COMPANY CHK AIRMAN. HE THEN DEMANDED ACCESS TO THE COCKPIT TO DISCUSS THE OP WITH THE FLT CREW.

Time

Date : 200303

Day : Sun

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : MTPP.Airport

State Reference : FO

Environment

Flight Conditions : VMC

Ceiling : CLR

Aircraft / 1

Controlling Facilities.Tower : MTPP.Tower

Operator.Common Carrier : Air Carrier

Make Model : A300

Mission : Passenger

Person / 1

ASRS Report : 579226

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Resolatory Action.None Taken : Insufficient Time

Supplementary

Problem Areas : Company

Problem Areas : Passenger Human Performance

Narrative :

AFTER THE CAPT MADE THE PA 'FLT ATTENDANT PREPARE FOR ARR,' I HAD TO USE THE RESTROOM. WHEN I CAME OUT, WE WERE STILL WAITING FOR THE DOORS TO BE OPENED. DURING THIS WAITING TIME, A PAX WENT INTO THE LAVATORY BEFORE DEPLANING (BEFORE DOOR WAS OPENED). THE PAX LEFT HER BAG OUTSIDE THE LAVATORY BEFORE SHE WENT INTO THE LAVATORY. ALL OF A SUDDEN, THE AGENT OPENED THE DOOR WITHOUT GETTING THE THUMBS-UP SIGNAL FROM THE FLT ATTENDANT. I SAW THE PAX ABOUT TO EXIT THE LAVATORY. I JUMPED IN FRONT OF THE LAVATORY DOOR TO PROTECT THE PAX, THEN THE PAX CAME OUT OF THE LAVATORY RUSHING ME, ANGRY, AND SCREAMING TO ME. BY THIS TIME, I PUT MY L HAND CLOSE TO HER HEAD TO PROTECT HER. I WAS TRYING TO EXPLAIN TO HER AT THE SAME TIME, BUT EVERYTHING HAPPENED SO QUICKLY. IT WAS HARD, AND PAINFUL, WHEN THE DOOR OPENED AND HIT MY HAND AND BROKE MY NAIL DEEP INTO THE FINGER. THE PAX THEN BECAME BELLIGERENT, SHE CALLED ME DEROGATORY NAMES. SHE DEFINITELY SAID SHE WOULD PUNCH ME. SHE SAID SHE WAS IN HER COUNTRY, AND SHE HAD A LOT OF PWR TO BREAK ME DOWN. THE FLT ATTENDANTS # 2, #6, AND #3 SAW EVERYTHING. I WOULD LIKE TO ASK YOU OR WHO IS RESPONSIBLE, TO INFORM OR ADVISE, THE AGENTS IN PAP TO ALWAYS WAIT FOR A FLT ATTENDANT'S THUMBS-UP SIGN BEFORE OPENING THE EXIT DOORS. ALL THIS HAPPENED BECAUSE THE AGENT DIDN'T WAIT FOR A FLT ATTENDANT'S THUMBS-UP SIGN.

Synopsis :

FLT ATTENDANT STATED THE GATE AGENT OPENED THE 4L PAX DOOR BEFORE BEING TOLD THE DOOR WAS DISARMED. THE FLT ATTENDANT HAD AN IRATE PAX AFTER SHE BLOCKED THE PAX FROM BEING HIT BY THE OPENING DOOR AT MTPP.

ACN: 579383

Time

Date : 200304

Day : Sun

Local Time Of Day : 1801 To 2400

Place

Locale Reference.Airport : MCI.Airport

State Reference : MO

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : MD-80 Super 80

Mission : Passenger

Person / 1

ASRS Report : 579383

Person / 3

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Independent Detector.Other.Flight CrewA : 1

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

THE PAX WAS RUDE, VULGAR, DISRUPTIVE AND THREATENING. I BEHAVED IN A PROFESSIONAL MANNER AND RPTED THE BEHAVIOR TO THE CAPT. THE PAX AND HIS FAMILY SEEMED TO BE BEHAVING IRRATIONALLY. THE CAPT MADE A DECISION TO REMOVE THE MALE PAX AND WHEN THE WIFE AND CHILDREN CONTINUED TO BEHAVE IRRATIONALLY AND THREATENING, THE POLICE REMOVED THEM.

Synopsis :

DISRUPTIVE PAX REMOVED PRIOR TO DEP AT MCI.

Time

Date : 200304

Day : Wed

Local Time Of Day : 1801 To 2400

Place

State Reference : IL

Aircraft / 1

Controlling Facilities.ARTCC : ZAU.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B757 Undifferentiated or Other Model

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 579575

Person / 3

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Independent Detector.Aircraft Equipment.Other Aircraft Equipment : Smoke Detector

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

A FEMALE PAX WENT INTO R-HAND AFT LAVATORY, AND A FEW MINS LATER THE SMOKE ALARM STARTED CHIMING. I IMMEDIATELY WENT TO THE LAVATORY AND BANGED ON THE DOOR. SHE OPENED THE DOOR AND WAS VISIBLY SHAKEN AT THE SOUND OF THE CHIME. I ASKED HER 'WHERE IS THE CIGARETTE?' AND SHE SAID 'I PUT IT OUT IN THE ASHTRAY ON THE DOOR.' I VERIFIED IT WAS IN THERE, AND ASKED IF THAT WAS THE ONLY ONE SHE HAD LIT UP, AND SHE SAID YES. I TOLD HER SMOKING WAS FORBIDDEN ON AIRPLANES, AND TOLD HER TO TAKE HER SEAT. I PROCEEDED TO CHK THE LAVATORY FOR SMOLDERING OR ANOTHER CIGARETTE OR MATCH. I FOUND NOTHING. I NOTIFIED THE CAPT AND TOLD HIM WHAT HAD HAPPENED -- HE SAID HE WOULD FILE A RPT, AND I SAID I WOULD FILE AN INFLT DISTURBANCE RPT. WHEN I GOT HOME, I FILLED IN THE RPT FOR THE CAPT TO SIGN AND GAVE THE PAX A COPY. SHE GAVE ME ALL THE INFO I NEEDED AS WAS COOPERATIVE. I TOLD HER SHE WAS IN VIOLATION OF A FEDERAL LAW. SHE SAID SHE UNDERSTOOD, AND SAID SHE'D NEVER DO IT AGAIN. SHE POSED NO PROB FOR THE REST OF THE FLT.

Synopsis :

PAX CAUGHT SMOKING IN LAVATORY.

ACN: 579586

Time

Date : 200304

Day : Sat

Local Time Of Day : 0601 To 1200

Place

Locale Reference.Airport : DCA.Airport

State Reference : DC

Environment

Ceiling : CLR

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : MD-80 Series (DC-9-80) Undifferentiated or Other Model

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 579586

Person / 2

Function.Oversight : PIC

Function.Flight Crew : Captain

Person / 3

Function.Flight Crew : First Officer

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Supplementary

Problem Areas : Environmental Factor

Problem Areas : Passenger Human Performance

Narrative :

I OBSERVED 2 PAX TAKING AN EXTREME INTEREST IN ALL OF MY ACTIVITIES IN FIRST CLASS. THEY WERE SEATED IN MAIN CABIN. I FOUND THEIR NAMES ON THE PAX LIST AND TOOK IT TO THE CAPT AFTER I WALKED PAST THEM AND NOTED THEM STUDYING THE SAFETY BRIEFING CARD, 2 HOURS INFLT, RATHER UNUSUAL. BOTH MEN, UNFORTUNATELY, APPEARED TO BE MIDDLE EASTERN. THE CAPT INFORMED ME THAT BOTH MEN HAD BEEN 'CHKED OUT' BY THE COMPANY THOROUGHLY AND WERE DEEMED OK. HOWEVER, HE SAID TO KEEP HIM INFORMED IF ANYTHING ELSE OCCURRED. THEN ONE OF THEM HEADED TO FIRST CLASS. I APCHED HIM AND ASKED HIM IF I COULD HELP HIM. HE STATED THAT HE WANTED TO USE THE FC LAV. I TOLD HIM IT WAS OCCUPIED, BUT THERE WERE 2 LAVS IN THE BACK (THERE WAS NO SERVICE GOING ON IN MAIN CABIN AND THE LAV WAS OCCUPIED). HE THEN GOT VERY AGITATED AND DEMANDED TO USE THE ONE UP FRONT AND ARGUED WITH ME FOR SEVERAL MINUTES BEFORE RETURNING TO HIS SEAT. I NOTIFIED THE CAPT WHO STATED IT WAS A LEVEL 1, DECLARED COCKPIT LOCKDOWN, AND ILLUMINATED SEATBELT SIGN, AND MADE A PA FOR ALL PAX TO REMAIN SEATED (BECAUSE WE WERE OVER WASHINGTON, DC). NOTHING ELSE HAPPENED.

Synopsis :

SUSPICIOUS PAX BEHAVIOR RESULTS IN CREW DECLARING LEVEL ONE SECURITY ALERT.

ACN: 579595

Time

Date : 200304

Day : Sun

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : ORD.Airport

State Reference : IL

Aircraft / 1

Controlling Facilities.Tower : ORD.Tower

Operator.Common Carrier : Air Carrier

Make Model : B737 Undifferentiated or Other Model

Mission : Passenger

Person / 1

ASRS Report : 579595

Person / 3

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Resolatory Action.None Taken : Unable

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

DURING TAXI, THE PAX WENT TO THE LAVATORY, HE WAS THERE DURING THE ENTIRE SAFETY DEMO, HE COULD NOT EVEN OPEN THE LAVATORY DOOR OR LOCK IT. HE WAS WEARING DARK SUNGLASSES. AFTER THE DEMO, FLT ATTENDANT #2 KNOCKED AND TOLD HIM HE NEEDED TO GO TO HIS SEAT. 'I'M BUSY' WAS HIS RESPONSE. HE CAME OUT AND WAS BLEEDING -- WE THOUGHT IT WAS A BLOODY NOSE. HE SAID HE HIT HIS FACE. WE SMELLED ALCOHOL ON HIM, AND HAD HIM SIT IN THE LAST ROW OF SEATS FOR TKOF. DURING THE CLB, HE WENT BACK IN THE BATHROOM -- WE TOLD HIM IT WAS TOO SOON -- HE TOLD US NO BIG DEAL -- DO NOT WORRY ABOUT HIM. WHEN HE CAME OUT, FIRST THING HE DID WAS ASK FOR ALCOHOL. I TOLD HIM HE WOULD NOT BE SERVED, AND EXPLAINED WHY. HE STORMED TO HIS SEAT. WHEN I GOT TO XAO, HE ASKED AGAIN, I SAID NO, AND EXPLAINED WHY -- HE BEGGED! FLT ATTENDANT #1 CAME AND EXPLAINED -- HE CALLED ME A DEROGATORY NAME -- CAPT WAS NOTIFIED. PAX WAS MET BY SUPVR AT DEST.

Synopsis :

PAX DRINKING FROM OWN SUPPLY AND REFUSING TO FOLLOW FLT CREW DIRECTIVES AND SEAT BELT SIGN.

Time

Date : 200304

Day : Fri

Local Time Of Day : 1801 To 2400

Place

Locale Reference.Airport : SDF.Airport

State Reference : KY

Altitude.MSL.Single Value : 4000

Environment

Flight Conditions : VMC

Aircraft / 1

Controlling Facilities.TRACON : SDF.TRACON

Operator.Common Carrier : Air Carrier

Make Model : DC-9 Undifferentiated or Other Model

Mission : Passenger

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

Experience.Flight Time.Total : 20000

Experience.Flight Time.Last 90 Days : 200

Experience.Flight Time.Type : 10000

ASRS Report : 579608

Person / 2

Function.Flight Crew : First Officer

Person / 3

Function.Controller : Departure

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.Flight Crew : Overcame Equipment Problem

Resolatory Action.Flight Crew : Returned To Original Clearance

Supplementary

Problem Areas : Aircraft

Problem Areas : Environmental Factor

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

DURING CLB AND WHILE TALKING TO SDF DEP, WE GOT A TCAS RA SHOWING A TARGET AT 12:00 O'CLOCK, LEVEL AND SHOWING A CLB. TCASII COMMANDED A FULL SCALE (6000 FPM) CLB AND I AS PF INCREASED CLB RATE TO 3000 FPM (THE MAX WE COULD SAFELY DO). WE CALLED SDF DEP TO RPT THE RA AND ASK ABOUT THE TARGET. HE SAID HE HAD NO TARGET WITHIN 5 MILES OF US, SO I HIT THE TCAS PRESS TO TEST BUTTON. TCAS TEST RPTED 'TEST OK.' I THEN ASKED THE LEAD FA TO DO A PED WALK AND HE RPTED BACK THAT A COMPUTER WAS IN USE IN VIOLATION OF THE STERILE ENVIRONMENT CONDITION. THE COMPUTER, A 'DELL INSPIRATION 8000,' WITH RPTEDLY NO XMISSION CAPABILITY AND NO EXTERNAL POWER PACK, WAS SHUTDOWN FOR THE REMAINDER OF THE FLT AND TCAS FUNCTIONED NORMALLY WITH NO FURTHER FALSE RA'S OR TA'S. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE PIC STATED THAT THE FLT HAD BEEN CLRED TO 10000, SO THERE WAS NO ALT DEV INVOLVED. THE RPTR STATED THAT HE HAD NO DIRECT KNOWLEDGE AS TO THE RELIABILITY OF THE TCAS SYS, OR IT'S ABILITY TO DETECT 'REAL' TFC WHILE RESOLVING A FALSE WARNING INSTIGATED BY A PAX'S ELECTRONIC DEVICE. RPTR ADVISED THE COMPANY OF THE INCIDENT, BUT THE ONLY FEEDBACK WAS FROM THE UNION SAFETY REPRESENTATIVE WHO SIMPLY ASKED HIM IF HE HAD RESPONDED TO THE RA. THE PIC SAID THAT THE COMPANY APPEARS TO SHY AWAY FROM THESE ISSUES OF 'PED'S'. THE PIC TALKED WITH THE PAX WHO APPEARED TO BE QUITE CONTRITE OVER THE ISSUE, WHILE FAILING TO STATE HER REASONS FOR USING THE COMPUTER PRIOR TO ANY FA ANNOUNCEMENT. THE RPTR BELIEVES THAT THE ISSUE OF RELIABILITY OF THE TCAS SYS DURING A SCENARIO SUCH AS THIS IS A KEY SAFETY ISSUE.

Synopsis :

A CLBING DEPARTING DC-9 FLT CREW AT 4000 FT RECEIVES A FALSE TCAS RA AND INCREASES THEIR RATE OF CLB TO AVOID A PHANTOM TARGET 5 NM W OF SDF, KY.

Time

Date : 200304

Day : Wed

Local Time Of Day : 1801 To 2400

Place

Locale Reference.Intersection : MRLIN

State Reference : IL

Aircraft / 1

Controlling Facilities.ARTCC : ZMA.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : MD-80 Super 80

Mission : Passenger

Flight Phase.Cruise : Holding

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

ASRS Report : 579617

Person / 2

Function.Flight Crew : First Officer

Person / 6

Function.Controller : Radar

Events

Resolutory Action.Flight Crew : Declared Emergency

Resolutory Action.Flight Crew : Landed As Precaution

Resolutory Action.Flight Crew : Landed In Emergency Condition

Supplementary

Problem Areas : Company

Problem Areas : Passenger Human Performance

Narrative :

HOLDING OVER MRLIN INTXN FOR ARR TO FLL, FLT ATTENDANT CALLED TO RPT 2 PAX FIGHTING IN FIRST CLASS. DECLARED EMER AND LANDED FLL. ACFT MET AT GATE BY LAW ENFORCEMENT PERSONNEL. DEBRIEFED BY FLL FBI. NOTE, FLL OPS INSTRUCTED GND CTL TO HOLD US OFF THE RAMP UNTIL THE B757 ON OUR ASSIGNED GATE PUSHES. THERE WERE ABOUT 4 OTHER OPEN COMPANY GATES. I REMINDED OPS THAT I WAS AN EMER ACFT, AND THAT I AM PROCEEDING TO THE FIRST OPEN GATE I SEE. SUDDENLY, THEY WERE ABLE TO ACCOMMODATE US ON THE GATE. I THINK OPS PERSONNEL SHOULD RECEIVE TRAINING ON HANDLING EMER ACFT, ESPECIALLY WHEN IT IS THEIR OWN COMPANY AND POLICE VEHICLES ARE ESCORTING THE ACFT.

Synopsis :

AN MD80 FLT CREW LANDS IN AN EMER CONDITION DUE TO 2 PAX FIGHTING IN THE CABIN.

Time

Date : 200304

Day : Fri

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : MIA.Airport

State Reference : FL

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : B757 Undifferentiated or Other Model

Mission : Passenger

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

ASRS Report : 579687

Person / 9

Function.Flight Crew : Captain

Person / 5

Function.Oversight : Supervisor

Supplementary

Problem Areas : Company

Problem Areas : Environmental Factor

Problem Areas : Passenger Human Performance

Narrative :

WE LEFT JFK 1 HR AND 16 MINS LATE DUE TO AN EQUIP CHANGE FROM THE HANGAR. WE ARRIVED AT MIA TERMINAL 33 MINS PRIOR TO OUR ORIGINALLY SCHEDULED TERMINAL DEP. AS I WALKED ONTO THE ACFT AT THE DEP TIME, THE PAX WERE ALREADY BOARDED AND THE FLT ATTENDANT SAID 'THE MAIN IN SEAT X0 WITH THE BLUE SHIRT SAID -- IN A JOKING WAY -- WHERE'S THE CAPT? IS HE AT THE BAR?' I LATER LEARNED HE ALSO SAID 'YOU WOULDN'T BE LYING TO ME, WOULD YOU?' I TOLD THE AGENT WHAT THE FLT ATTENDANT TOLD ME, AND ASKED WHERE MEDICAL WAS -- SO I COULD GET A BLOOD TEST. BOTH MEDICAL AND THE CHIEF PLT'S OFFICE WERE CLOSED -- I ASSUMED FOR THE HOLIDAY. WHEN I GOT BACK TO THE GATE, A CUSTOMER SVC MGR HAD ALREADY REMOVED THE PAX. I TOLD HIM I NEEDED TO TALK TO A PLT UNION SAFETY REP.' HE PROCEEDED TO CONTACT THE CHIEF PLT ON DUTY. THE SAFETY REP FELT A BLOOD-ALCOHOL TEST WAS UNNECESSARY, SINCE THE PAX MADE THE COMMENT WITHOUT SEEING ME. THE CHIEF PLT AGREED, SO I DECIDED I'D CONTINUE THE TRIP WITHOUT A BLOOD-ALCOHOL TEST. THE CUSTOMER SVC MGR WANTED THE MGR AT ARPT SVCS TO INTERVIEW ME BEFORE ALLOWING THE FLT TO CONTINUE. AFTER SPEAKING WITH HER, WE DEPARTED FOR MCO. AFTER ARRIVING IN JFK, ANOTHER MGMNT PLT MET US IN THE COCKPIT AND ASKED FOR MY VERSION OF WHAT TRANSPIRED.

Synopsis :

DISRUPTIVE PAX CAUSES FLT DELAY BY MAKING ACCUSATIONS ABOUT CAPT DRINKING IN ARPT BAR. PAX REMOVED.

Time

Date : 200304

Day : Thu

Local Time Of Day : 0601 To 1200

Place

Locale Reference.Airport : MCO.Airport

State Reference : FL

Aircraft / 1

Operator.General Aviation : Personal

Make Model : Skyhawk 172/Cutlass 172

Aircraft / 2

Flight Phase.Cruise : Level

Person / 1

Function.Flight Crew : Single Pilot

Experience.Flight Time.Total : 490

Experience.Flight Time.Last 90 Days : 21

Experience.Flight Time.Type : 380

ASRS Report : 579987

Events

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.None Taken : Detected After The Fact

Supplementary

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

I WAS FLYING NBOUND UNDER THE WESTERN PORTION OF THE ORLANDO CLASS B AIRSPACE. MY ALT WAS 3500 FT. THIS ALT CLRED ME OF THE TFR OVER DISNEY, FL AND KEPT ME UNDER THE ORLANDO CLASS B. ONE OF THE PERSONS FLYING WITH ME BECAME EXTREMELY DESPERATE TO USE THE BATHROOM. I HAD A PORTABLE POTTY BAG IN ONE OF MY BAGS. I ASKED THE REAR PAX TO LOOK FOR IT, AND HE WAS NOT ABLE TO FIND IT, SO I STARTED LOOKING FOR IT MYSELF. THIS WAS THE FIRST MISTAKE. WHILE LOOKING FOR THIS ITEM I INADVERTENTLY LOST SEVERAL HUNDRED FEET OF ALT. I WAS AT ABOUT 2800 FT. I QUICKLY CLBED BACK TO 3500 FT. AT THE TIME, I DID NOT THINK I WAS OVER THE DISNEY TFR AREA, BUT AFTER CHKING MY FLT PATH AND TIME OVER THE TARGET, I BELIEVE IT WAS POSSIBLE THAT I MOMENTARILY ENTERED THE TFR. THE CAUSE OF THIS INCIDENT IS OBVIOUS, AND I SHOULD FLY AND NAVIGATE FIRST, AND NOT WORRY ABOUT PAX WETTING THE PLANE'S SEAT. IT IS IMPORTANT TO KNOW WHERE YOU ARE AT ALL TIMES, ESPECIALLY IN THE VICINITY OF RESTR AND CTLED AIRSPACE.

Synopsis :

C172 PLT, ATTEMPTING TO RESOLVE PAX DISTRESS, DESCENDED INTO DWORLD TFR.

Time

Date : 200304

Day : Sat

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : DFW.Airport

State Reference : TX

Aircraft / 1

Controlling Facilities.ARTCC : ZFW.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : MD-80 Super 80

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

Function.Oversight : Flight Attendant In Charge

ASRS Report : 580051

Person / 4

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

ASKED TO SPEAK TO PAX BY FLT ATTENDANT #4. FLT ATTENDANT #4 DISCUSSED PAX'S DOG OUT OF CARRIER. PAX APPEARED TO BE INTOXICATED. I SPOKE WITH PAX ABOUT DOG LOOSE IN CABIN. SHE WAS VERY LOUD. BECAUSE WE WERE MINS AWAY FROM DSNDING, I TOLD HER THAT WE WOULD BE LNDG SOON AND THERE WOULD BE NO MORE DRINKS SERVED. BECAUSE SHE WAS LOUD, I TOLD HER WE WOULD DISCUSS IT AT DFW. AS I WALKED OFF, SHE SAID '[DEROGATORY RACIAL REMARK]'. I CHOSE NOT TO ADDRESS THE ISSUE. BUT, SHE CONTINUED TO SPEAK OUT LOUD ABOUT '[RACIAL REMARK]'. I INFORMED THE CAPT. HE CALLED FOR OFFICERS. THIS WAS A VERY NASTY INCIDENT AND I'VE NEVER FELT SO ABUSED AS I WAS ON THIS DAY. I STAYED PROFESSIONAL, BUT I DIDN'T REALLY WANT TO. I DON'T KNOW HOW TO PREVENT THIS. WE CAN'T GAUGE HOW MANY DRINKS A PAX HAS HAD BEFORE BUYING DRINKS ON BOARD. I'M SURE ALCOHOL CONTRIBUTED TO THE SIT. NO ONE SHOULD BE ALLOWED TO ABUSE ANOTHER -- RACIALLY OR OTHERWISE.

Synopsis :

MD80 FLT ATTENDANT HAD PAX MISCONDUCT ON THE FLT.

ACN: 580138

Time

Date : 200304

Day : Mon

Place

Locale Reference.Airport : ORD.Airport

State Reference : IL

Aircraft / 1

Controlling Facilities.Tower : ORD.Tower

Operator.Common Carrier : Air Carrier

Make Model : Fokker 100

Mission : Passenger

Person / 1

Function.Oversight : Flight Attendant In Charge

ASRS Report : 580138

Person / 4

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

WE WERE ABOUT TO TAKE OFF WHEN A PAX LOOKED AT ME AND SAID THE LADY ACROSS THE AISLE WAS ON HER CELL PHONE. I MOTIONED AND TOLD HER TO TELL THE LADY TO HANG UP. ONCE IT WAS SAFE TO GET UP, WE BEGAN OUR SVC. WE ASKED WHO IN THE AREA WAS ON THE PHONE. SHE SAID IT WAS HER. ALL THE OTHER PAX POINTED TO HER. WE EXPLAINED THAT THE PHONE SHOULD ALWAYS BE OFF AND THAT WE HAD MADE SEVERAL PA'S. SHE BECAME CURT AND WOULD NOT GIVE US HER NAME OR AN APOLOGY. WE ASKED HER SEVERAL TIMES FOR HER BOARDING PASS AND LET HER KNOW THE CAPT WANTED IT. WE THEN HAD THE PLANE MET BY AUTHS.

Synopsis :

F100 PAX BECAME BELLIGERENT AFTER BEING TOLD SHE COULDN'T USE HER CELL PHONE ON THE ACFT FOR TKOF AT ORD.

Time

Date : 200304

Day : Fri

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : RNO.Airport

State Reference : NV

Environment

Flight Conditions : VMC

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : B737-500

Mission : Passenger

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

Experience.Flight Time.Total : 12078

Experience.Flight Time.Last 90 Days : 120

Experience.Flight Time.Type : 2330

ASRS Report : 580242

Person / 2

Function.Flight Crew : First Officer

Experience.Flight Time.Total : 6300

Experience.Flight Time.Last 90 Days : 180

Experience.Flight Time.Type : 2940

ASRS Report : 580239

Person / 3

Function.Oversight : Flight Attendant In Charge

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : Published Procedure

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.None Taken : Anomaly Accepted

Supplementary

Problem Areas : Cabin Crew Human Performance

Problem Areas : Company

Problem Areas : Flight Crew Human Performance

Narrative :

DURING THE BOARDING PROCESS, I NOTICED THE PURSER AND THE GATE AGENT INVOLVED IN A CONVERSATION WITH A PAX SEATED. THE PAX SEEMED UPSET AND AGITATED. WHEN I ASKED THE PURSER ABOUT THE NATURE OF THE PROB, SHE INDICATED THE PAX WAS UPSET BECAUSE THERE WAS NO ROOM IN THE OVERHEAD BIN FOR HIS CARRY-ON LUGGAGE. I INTRODUCED MYSELF TO THE PAX AS THE CAPT OF THE FLT AND ASKED HIM TO DESCRIBE THE PROB. THE PAX TOLD ME THAT HE WAS A HIGH MILEAGE FLYER AND THAT HE HAD A CLOSE CONNECTION, SAN FRANCISCO, AND DID NOT WANT TO FIGHT HIS WAY BACK TO ROW X IN ORDER TO RETRIEVE HIS BAG DURING THE DISEMBARKATION. FURTHERMORE, HE WAS HIGHLY DISAPPOINTED THAT THE FLT ATTENDANTS DID NOT DISPLAY A FRIENDLY AND COOPERATIVE ATTITUDE. I LISTENED TO THE PAX'S CONCERN AND EXPRESSED MY APOLOGIES. I TOLD HIM THAT I WILL PERSONALLY RETRIEVE HIS BAG AND FIND A PLACE FOR IT IN THE COCKPIT. THE PAX TOLD ME THAT HE, HIMSELF, WAS GOING TO RETRIEVE THE BAG. THE PURSER ASKED ME NOT TO GET INVOLVED AS THE PAX WAS VERY RUDE TO HER AND SHE DID NOT WANT TO REWARD BAD BEHAVIOR AND SHE HAD TO DEAL WITH THE PAX DURING THE FLT. I TOLD HER THAT THERE WAS NO RULE THAT I WAS AWARE OF THAT PROHIBITED ME FROM STORING A BAG IN THE COCKPIT. IN MY JUDGEMENT, THERE WAS NO COMPROMISE IN SAFETY OF THE FLT. SOMETIME DURING THE FLT THE PURSER CALLED ME ON THE INTERPHONE AND TOLD ME THAT SHE WOULD LIKE TO HAVE A DEBRIEF IN SFO. AFTER ALL THE PAX DISEMBARKED, THE 3 FLT ATTENDANTS IN A VERY CONFRONTATIONAL MANNER, EXPRESSED THEIR OPPOSITION TO MY DECISION. THEY INFORMED ME THAT THEY WILL BE MAKING AN OFFICIAL RPT. IT IS NOTEWORTHY THAT THE OTHER 2 FLT ATTENDANTS HAD NO INVOLVEMENT IN THE MATTER, YET THEY SEEMED MORE AGITATED THAN THE PURSER. THEIR ANGRY REACTION CAUGHT ME BY SURPRISE. I IMMEDIATELY CALLED THE FLT OFFICE AND INFORMED THEM ABOUT THE INCIDENT.

Synopsis :

B737 FLT CREW AND CABIN ATTENDANTS HAVE DISAGREEMENT OVER PAX MISCONDUCT DURING BOARDING AT RNO.

Time

Date : 200304

Day : Thu

Local Time Of Day : 0601 To 1200

Place

State Reference : FO

Environment

Flight Conditions : VMC

Aircraft / 1

Controlling Facilities.ARTCC : EISN.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B777 Undifferentiated or Other Model

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

Function.Oversight : Flight Attendant In Charge

ASRS Report : 580348

Person / 4

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Supplementary

Problem Areas : Cabin Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

PAX (MALE) SEATED IN MAIN CABIN PURCHASED 1 ALCOHOLIC BEVERAGE. HE TOLD FLT ATTENDANT #10 HE WANTED ANOTHER COCKTAIL, BUT HE DID NOT HAVE ANYMORE MONEY. HE ASKED TO SPEAK WITH PURSER. (I WAS PURSER ON THIS FLT.) I SPOKE WITH HIM AND TOLD HIM I WOULD 'COMP' HIM 1 DRINK ONLY. PAX WANTED TO PURCHASE ALCOHOL (WITH CREDIT CARD) FROM DUTY-FREE CART, AND HAVE THE FLT ATTENDANTS SERVE HIM FROM HIS OWN BOTTLE OR HE WOULD SERVE HIMSELF. I INFORMED HIM THAT THIS WAS AGAINST FAR'S, AND THESE ACTIONS WOULD NOT BE TOLERATED. AFTER MEAL SVC, PAX PURCHASED A LARGE BOTTLE OF JOHNNIE WALKER FROM THE DUTY-FREE CART. I INFORMED HIM, AGAIN, HE COULD NOT OPEN THIS ALCOHOL AND SERVE HIMSELF ACCORDING TO FAR'S. LATER, FLT ATTENDANT #3 INFORMED ME THAT PAX WAS DRINKING THE BOTTLE OF ALCOHOL HE PURCHASED FROM DUTY-FREE CART. I APCHED PAX AND TOLD HIM THAT HE WAS IN NON-COMPLIANCE OF FAR'S. I TOLD HIM THAT HE HAD TO GIVE ME THE BOTTLE OF ALCOHOL. HE WAS HESITANT -- BUT HE EVENTUALLY GAVE ME THE OPENED BOTTLE OF ALCOHOL. I RETURNED THE ALCOHOL TO HIM AS HE DEPLANED IN CHICAGO. PAX SLEPT DURING REMAINDER OF FLT. PAX WOULD NOT GIVE ME HIS NAME. CAPT WAS INFORMED OF SIT.

Synopsis :

PAX WITH AN ALCOHOL PROB HAD TO BE SEPARATED FROM HIS PERSONAL SUPPLY AFTER EXHAUSTING FLT ATTENDANT'S ATTEMPTS TO CUT HIM OFF.

Time

Date : 200304

Day : Sun

Local Time Of Day : 1801 To 2400

Place

Locale Reference.Airport : MCO.Airport

State Reference : FL

Environment

Flight Conditions : VMC

Ceiling : CLR

Aircraft / 1

Controlling Facilities.Tower : MCO.Tower

Operator.Common Carrier : Air Carrier

Make Model : B737 Undifferentiated or Other Model

Mission : Passenger

Person / 1

ASRS Report : 581076

Person / 3

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Resolatory Action.None Taken : Anomaly Accepted

Resolatory Action.None Taken : Unable

Supplementary

Problem Areas : Cabin Crew Human Performance

Problem Areas : Company

Problem Areas : Passenger Human Performance

Narrative :

PAX WOULD NOT GET OFF HER CELL PHONE WHEN ADVISED BY CREW. CAPT SAID 'PREPARE FOR TKOF' AND SHE WOULDN'T GET OFF THE PHONE. OTHER PAX YELLED AT HER TO GET OFF THE PHONE. SHE IGNORED THEM ALSO. THEN SHE STARTED SCREAMING PROFANITY TO THE FLT ATTENDANT AND PAX. THE AIRPLANE TOOK OFF WHILE SHE WAS STILL ON THE PHONE TALKING.

Synopsis :

THE CREW OF A B737 HAS A PROB WITH A PAX USING HER CELL PHONE IN SPITE OF REPEATED REQUESTS FROM THE FLT ATTENDANT AND PAX PRIOR TO DEP FROM MCO, FL.

Time

Date : 200304

Day : Tue

Local Time Of Day : 0601 To 1200

Place

Locale Reference.Airport : ZAB.Airport

State Reference : NM

Environment

Flight Conditions : VMC

Aircraft / 1

Controlling Facilities.ARTCC : ZAB.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : MD-80 Super 80

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

Function.Oversight : Flight Attendant In Charge

ASRS Report : 581214

Events

Anomaly.Non Adherence : Clearance

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Independent Detector.Other.Flight CrewA : 1

Supplementary

Problem Areas : Cabin Crew Human Performance

Problem Areas : Environmental Factor

Problem Areas : Passenger Human Performance

Narrative :

NON REVENUE PAX BROUGHT HER OWN BOTTLE ON BOARD. FOUND OUT ABOUT HER BY A PAX TELLING US ABOUT THE BOTTLE. PAX NEXT TO HER FONDLING HER, ACTING LIKE A COUPLE. WAS TOLD AT LEAST TWICE TO SIT UP FOR LNDG. TOOK HER A WHILE TO GATHER HER ITEMS UP TO DEPLANE. I WATCHED HER. VERY INTOXICATED. I SPOKE TO THE GENTLEMAN NEXT TO HER. SHE WAS NOT ALLOWED TO DRINK HER OWN LIQUOR ON BOARD, I TOLD HIM. SHE IS NOW PASSED OUT. HE DENIED THAT SHE WAS ONLY SLEEPING. SHE DEPLANED ABRUPTLY.

Synopsis :

CONSUMING TO EXCESS FROM OWN ALCOHOL SUPPLY, PAX ENGAGED IN CONSENTING CO-MINGLING OF BODY PARTS WITH UNRELATED SEAT MATE AND WAS UNABLE TO PLACE HER (AIRPLANE) SEAT IN THE FULL UPRIGHT POS WITHOUT REPEATED URGING. SHE GOT OFF ABRUPTLY AFTER FINAL APCH AND LNDG.

Time

Date : 200304

Day : Wed

Local Time Of Day : 0601 To 1200

Place

State Reference : CA

Aircraft / 1

Controlling Facilities.ARTCC : ZLA.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : MD-80 Super 80

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 582269

Person / 3

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Resolatory Action.None Taken : Unable

Supplementary

Problem Areas : Cabin Crew Human Performance

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

WHILE INFLT, I WALKED THROUGH FIRST CLASS AND NOTICED A PAX'S HAND-HELD MULTI-DEVICE UNIT, WHICH INCLUDED A CELL PHONE. I NOTICED THE LIGHT INDICATOR ON THE TOP OF THE DEVICE WAS FLASHING RED AND WOULD CHANGE TO GREEN ONLY FOR A FLASH THEN BACK AGAIN TO RED. BEING FAMILIAR WITH THIS DEVICE, THE LIGHT FLASHING IS A SIGNAL LIGHT FOR THE PHONE AND 2-WAY CAPABILITY. I ADVISED THE PAX THE DEVICES PWR NEEDED TO BE TURNED OFF AND WAS NOT APPROVED. HE BECAME HOSTILE WITH HIS TONE AND DEFENSIVE VERBALLY. HE TOLD ME THE DEVICE WAS TURNED OFF. I EXPLAINED THE PWR SOURCE NEEDED TO BE TURNED OFF OR DISCONNECTED. HE CLAIMED IT WAS. I EXPLAINED IF THERE WAS NO PWR THERE WOULD BE NO LIGHT AND POINTED TO THE LIGHT FLASHING. AGAIN I SAID IT NEEDED TO BE TURNED OFF. I CALLED THE CAPT TO ADVISE HIM OF THE PAX'S DEVICE AND BEHAVIOR (USING SWEAR WORDS). THE CAPT AGREED THE DEVICE NEEDED TO BE TURNED OFF. THE CAPT MADE A PA ADVISING PAX TO COMPLY WITH CREW MEMBERS INSTRUCTIONS. AT THE TIME THE CAPT MADE THE PA, I WAS AGAIN CONVERSING WITH THIS PAX. I ASKED HIM TO REMOVE THE BATTERY FROM THE UNIT TO TURN IT OFF. HE CLAIMED THE UNIT WAS OFF (STILL BLINKING) AND THAT HE DID ALL HE COULD DO. I AGAIN ASKED HIM TO REMOVE THE BATTERY (THE CAPT ADVISED ME TO ASK AGAIN). HE CLAIMED IT WAS IMPOSSIBLE AND THE BATTERY DIDN'T REMOVE. THROUGHOUT THIS CONVERSATION, THE PAX CONTINUED TO SWEAR AT ME USING THE SAME HOSTILE AND DEFENSIVE TONE. I WAS NEVER ABLE TO CONFIRM IF HE COMPLIED OR NOT. I ADVISED THE CAPT OF HIS BEHAVIOR AND I SUGGESTED THE ACR'S DISTURBANCE RPT BE ISSUED. THE CAPT DID NOT AGREE. NO FURTHER ACTION TAKEN.

Synopsis :

A FLT ATTENDANT CONFRONTED A FIRST CLASS PAX ABOUT TURNING OFF HIS PHONE ON AN MD80 AND THE PAX RESPONDED WITH HOSTILITY.

Time

Date : 200305

Day : Fri

Local Time Of Day : 1801 To 2400

Place

State Reference : GA

Altitude.MSL.Single Value : 39000

Environment

Flight Conditions : Mixed

Aircraft / 1

Controlling Facilities.ARTCC : ZTL.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B757-200

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

ASRS Report : 582435

Person / 2

Function.Flight Crew : First Officer

Person / 5

Function.Controller : Radar

Events

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.None Taken : Anomaly Accepted

Supplementary

Problem Areas : Passenger Human Performance

Problem Areas : Weather

Narrative :

LEVEL CRUISE FL390 OVER CENTRAL ALABAMA. DEVIATING W AROUND AN AREA OF TSTMS. APPROX 80 MI PRIOR TO THE AREA OF STORMS I MADE A PA TO THE PAX THAT I WAS TURNING ON THE SEAT BELT SIGN BECAUSE WE WERE COMING TO AN AREA OF SCATTERED TSTMS, THAT THERE WOULD BE TURB AND THAT THEY SHOULD RETURN TO THEIR SEATS AND FASTEN THEIR SEAT BELTS. I TOLD THEM THEY SHOULD REMAIN SEATED WITH THEIR BELTS FASTENED UNTIL I TOLD THEM IT WOULD BE OK TO MOVE ABOUT AGAIN. I STATED THIS WOULD LAST ABOUT 20-30 MINS. RIDE CONDITIONS WERE CONTINUOUS LIGHT CHOP WITH OCCASIONAL MODERATE CHOP AS WE NEARED THE AREA. I DEVIATED W ABOUT 25 DEGS TO GO AROUND THE WESTERN MOST CELL. AS WE WERE APCHING THE END AND ABOUT TO MAKE MY FIRST TURN BACK TO CGI I DID A RADAR TILT DOWN TO LOOK FOR LOW CELLS AND NOTHING SHOWED ON RADAR. WE WERE 20 MI W OF THE LAST CELL IN HIGH CIRRUS AND I MADE A 10 DEG TURN TO THE N. WE WERE IN AND OUT OF THE TOPS OF THE CIRRUS AND THE CELL WAS POKING THROUGH THE TOP ANOTHER FEW THOUSAND FT. NOTHING AT 12 O'CLOCK POS. ABOUT 3 MINS LATER WE ENCOUNTERED AN AREA OF MODERATE TURB FOR ABOUT 20 SECONDS. IT FELT LIKE WE WERE GOING OVER THE TOP OF AN UNKNOWN CELL. THERE WAS AN INITIAL UPDRAFT WITH AN INCREASE IN TURB. THE AUTOPLT TRIMMED DOWN AND REDUCED THRUST. THEN THE UPDRAFT STOPPED AND THE PLANE DSNDDED CAUSING PAX AND FLT ATTENDANTS AND PLTS TO 'FLOAT.' I DISCONNECTED THE AUTOPLT AND HAND FLEW THE PLANE UNTIL WE EXITED THE TURB ABOUT 20 SECONDS LATER. THE PLANE WAS CONTROLLABLE EVEN THOUGH I LET THE ALT VARY SO WE WOULDN'T GET ANOTHER 'FLOAT.' ONE LADY HIT HER HEAD ON THE OVERHEAD. I WAS INFORMED BY THE FLT ATTENDANT ABOUT 10 MINS LATER THAT MAYBE THE PAX NEEDED TO SEE A PARAMEDIC IN ZZZ. ONE MALE PAX IN THE FORWARD LAVATORY, FLT ATTENDANTS ADVISED HIM NOT TO GO IN THE LAVATORY BECAUSE THE SEAT BELT SIGN WAS ON, SUFFERED AN UNKNOWN INJURY. I WAS NOT INFORMED HE NEEDED ASSISTANCE UNTIL AFTER WE LANDED. BOTH PAX WALKED OFF THE PLANE UNDER THEIR OWN PWR. 2 FLT ATTENDANTS SUFFERED MINOR INJURIES AND THEY DECIDED TO REMOVE THEMSELVES FROM THE NEXT FLT. THEY DID NOT NEED PARAMEDIC ASSISTANCE AND PROCEEDED TO INFLT. PARAMEDICS MET THE FLT UPON ARR IN ZZZ. I DON'T KNOW IF EITHER PAX WENT TO THE HOSPITAL. NO LOGBOOK ENTRY WAS MADE AS I DETERMINED THE MAX TURB ENCOUNTERED WAS MODERATE.

Synopsis :

A TURB ENCOUNTER IN A B757 RESULTS IN MINOR PAX AND CREW INJURY EVEN THOUGH PREPARATIONS WERE MADE FOR ENTRY INTO THE TURBULENT AREA.

Time

Date : 200305

Day : Mon

Local Time Of Day : 1801 To 2400

Place

Locale Reference.Airport : BDL.Airport

State Reference : CT

Environment

Flight Conditions : VMC

Aircraft / 1

Controlling Facilities.Tower : BDL.Tower

Operator.Common Carrier : Air Carrier

Make Model : MD-80 Series (DC-9-80) Undifferentiated or Other Model

Mission : Passenger

Person / 1

ASRS Report : 582562

Person / 2

Function.Oversight : Flight Attendant In Charge

Person / 3

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

A PAX WAS CAUGHT SMOKING IN THE LAVATORY ON FLT FROM BDL TO DFW. I WAS IN FIRST CLASS ON FINAL APCH AND RECEIVED A CALL FROM THE #1 FLT ATTENDANT, TELLING ME TO RPT THIS TO THE CAPT. I WAITED UNTIL TAXI-IN. THE CAPT TOLD ME TO POINT OUT THE PAX SO HE COULD TALK TO HIM. UPON DEPLANING, THE CAPT TOLD THE MAN HE WANTED TO SPEAK WITH HIM IN THE GALLEY. THE PAX SAID 'NO!' AND KEPT ON WALKING. THE CAPT INFORMED HIM HE WAS GOING TO FILE A RPT WITH THE FAA. THIS IS ALL I WITNESSED.

Synopsis :

A FLT ATTENDANT RPTED TO THE CAPT OF AN MD80 THAT A PAX WAS SMOKING IN THE LAVATORY. THE CAPT REQUESTED TO MEET WITH THE PAX UPON LNDG.

Time

Date : 200305

Day : Sat

Local Time Of Day : 1201 To 1800

Place

State Reference : NY

Altitude.MSL.Single Value : 29000

Environment

Flight Conditions : VMC

Aircraft / 1

Controlling Facilities.ARTCC : ZOB.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B737-300

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

Experience.Flight Time.Total : 12000

Experience.Flight Time.Last 90 Days : 250

Experience.Flight Time.Type : 10000

ASRS Report : 582604

Person / 2

Function.Flight Crew : First Officer

Experience.Flight Time.Total : 4500

Experience.Flight Time.Last 90 Days : 250

Experience.Flight Time.Type : 2000

ASRS Report : 582605

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Independent Detector.Other.Flight CrewA : 3

Resolutive Action.None Taken : Detected After The Fact

Supplementary

Problem Areas : Aircraft

Problem Areas : Passenger Human Performance

Narrative :

A PAX SMOKED IN THE AFT LAVATORY. WE DID NOT REALIZE THAT THE SMOKE DETECTOR WAS INOP. HE WAS CAUGHT BECAUSE OF THE HVY SMOKE. THE AFT LAVATORY SMOKE DETECTOR DID NOT SOUND. WE ON THE FLT DECK WERE NOT IN THE LOOP AS TO WHAT ACTUALLY HAPPENED DUE TO THE QUICK FLT AND SHORT TIME TO COMMUNICATE WITH THE FLT ATTENDANTS. WE WERE ABOUT TO DSND AT THE TIME OF THE EVENT. WE ONLY JUST FOUND OUT THAT WE HAD FLOWN 2 MORE LEGS WITH AN AFT LAVATORY SMOKE DETECTOR THAT WAS INOP. WE BELIEVED THE FLT ATTENDANTS HAD CHKED THE SMOKE DETECTOR, AS ASKED. WE BELIEVED WE HAD FOLLOWED ALL PROCS AND, IN FACT, THAT WAS NOT CORRECT.

Synopsis :

B737 CABIN CREW OBSERVES PAX SMOKE IN THE AFT LAVATORY. THE SMOKE DETECTOR WAS MALFUNCTIONING AND DID NOT DETECT THE SMOKE.

ACN: 583972

Time

Date : 200306

Day : Wed

Local Time Of Day : 1801 To 2400

Place

State Reference : OH

Environment

Flight Conditions : VMC

Aircraft / 1

Controlling Facilities.ARTCC : ZOB.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B757 Undifferentiated or Other Model

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 583972

Person / 2

Function.Oversight : Flight Attendant In Charge

Events

Independent Detector.Other.Flight CrewA : 1

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

PAX APCHED FA #1 AFTER TKOF DEMANDING AN ALCOHOLIC BEVERAGE BECAUSE HE WAS ANGRY ABOUT A PREVIOUS FLT. HE WAS ACCOMMODATED, HOWEVER, HIS BEHAVIOR BEGAN TO DETERIORATE. FOR THE FIRST 5 HRS OF FLT, HE CONSTANTLY CONFRONTED THE CREW AND DISRUPTED THE SVC. HE WAS EXTREMELY BELLIGERENT, DISRESPECTFUL, AND ARGUMENTATIVE. AFTER HE WAS SPOKEN TO BY THE PURSER AND AGREED TO REMAIN SEATED AND CEASE INTERFERING WITH THE CREW, HIS BEHAVIOR CONTINUED. OTHER PASSENGERS WERE BECOMING INCREASINGLY NERVOUS AND AGITATED. I ALSO FOUND HIM TO BE VERY UNPREDICTABLE AND VOLATILE. I SPOKE TO THE PASSENGER SEATED 2 ROWS BEHIND THIS MAN AND ASKED HIM IF HE WOULD BE WILLING TO HELP IF NEED BE. HE SAID HE HAD HEARD EVERYTHING AND WAS WILLING TO HELP IN ANY WAY HE COULD. HE SAID IF I NEEDED THIS MAN TO BE RESTRAINED, HE COULD AND WOULD DO IT. HE ASKED THAT I USE THE PHRASE 'CODE BLUE' IF I NEEDED HIM. I AGREED. AT THIS POINT HE HAD BEEN ASKED TO SIT DOWN NUMEROUS TIMES, BUT TO NO AVAIL. HE PROCEEDED TO GO INTO THE LAV ABOUT 2 HRS FROM LNDG. HE SLAMMED THE DOOR AND UPON EXITING, HE APCHED ME AND SAID, 'IF YOU JERK ME AROUND AND I DON'T GET WHERE I'M GOING, YOU'RE GOING DOWN.' I ASKED HIM IF HE WAS THREATENING ME. HE LOOKED ME IN THE EYE AND DID NOT RESPOND. I TOLD HIM HE WAS BEING GIVEN 1 FINAL WARNING TO TAKE A SEAT. HE REFUSED. AT THIS POINT, I SUMMONED MY 'HELPER' WITH 'CODE BLUE' AND HE TOOK THIS PAX TO THE FLOOR. I GAVE HIM MY FLEX CUFFS WHICH HE APPLIED. THE PAX WAS MOVED TO THE CREW REST AREA AND WAS STRAPPED IN THE SEAT WITH BELTS DONATED BY FELLOW PASSENGERS. HE REMAINED THERE UNTIL LNDG WHERE HE WAS REMOVED BY LOCAL AUTHORITIES. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR INDICATED THAT THE PAX IN QUESTION WAS SEATED IN THE COACH SECTION AND IN AN AISLE SEAT. WHEN THE RPTR WAS ASKED IF THE PAX WAS INEBRIATED SHE INDICATED THAT THE PAX APPEARED TO HAVE SOME MENTAL DIFFICULTY OTHER THAN ALCOHOLIC CONSUMPTION. ASKED WHY SHE PICKED THE PAX SEATED SEVERAL SEATS AWAY SHE INDICATED THAT THE INDIVIDUAL WAS VERY LARGE AND APPEARED TO BE ABLE TO ASSIST HER IF NECESSARY. THIS INDIVIDUAL ALSO WAS VERY RECEPTIVE TO ASSISTING THE CABIN CREW. AFTER THE CONFRONTATION BEGAN AND THE PAX IN QUESTION WAS TAKEN TO THE FLOOR, THE RPTR INDICATED THAT OTHER PASSENGERS CAME FORWARD INSTANTLY TO ASSIST. THE RPTR ALSO INDICATED THAT PASSENGERS TRAVELING SEEM TO BE FAR MORE AWARE OF THEIR SURROUNDING AND THE ACTIONS OF OTHER PASSENGERS AND ARE WILLING TO ASSIST IF SOMETHING IS OUT OF THE ORDINARY. AFTER ARRIVAL IN ZZZZ THE AUTHORITIES TOOK THE INDIVIDUAL INTO CUSTODY AND RELATED THAT THE MOTHER OF THE INDIVIDUAL INDICATED HE WAS A MARGINAL SCHIZOPHRENIA WHO HAS A DIFFICULT TIME DEALING WITH ENCLOSED SPACES AND RELATING TO OTHER INDIVIDUALS FOR LONG DURATIONS. SUCH AS AN INT'L FLT.

Synopsis :

B767 CABIN CREW IS CONFRONTED BY A DISRUPTIVE PAX WHILE ENRTE TO ZZZZ, FO.

Time

Date : 200306

Day : Fri

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : ELP.Airport

State Reference : TX

Altitude.MSL.Single Value : 33000

Environment

Flight Conditions : VMC

Aircraft / 1

Controlling Facilities.ARTCC : ZAB.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B737-300

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

Experience.Flight Time.Total : 12000

Experience.Flight Time.Last 90 Days : 240

Experience.Flight Time.Type : 7000

ASRS Report : 584875

Person / 2

Function.Flight Crew : First Officer

Person / 5

Function.Controller : Radar

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : Published Procedure

Resolutory Action.Flight Crew : Diverted To Another Airport

Resolutory Action.Flight Crew : Landed As Precaution

Resolutory Action.Controller : Issued New Clearance

Supplementary

Problem Areas : Cabin Crew Human Performance

Problem Areas : Company

Problem Areas : FAA

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

THROUGHOUT THE FLT, WE WERE HAVING PROBS WITH A PARTICULAR PAX. THIS PAX WAS ON HER CELL PHONE DURING PUSHBACK. SHE REQUESTED ALCOHOL AS WE WERE TAXIING TO TAKEOFF. THE FLT ATTENDANTS GAVE ME THE FEELING THAT THE PAX WAS MENTALLY DISTURBED. WE WERE ALSO DEPARTING FROM LAS SO THE INFLUENCE OF DRUGS WAS CONSIDERED. SHE WAS DENIED ALCOHOL DURING THE FLT BECAUSE THE FLT ATTENDANT THOUGHT SHE MIGHT HAVE BEEN UNDER THE INFLUENCE OF SOME DRUG. THIS JUST AGGRAVATED THE SIT. SHE THEN MADE THREATS ABOUT BRINGING DOWN THE AIRPLANE IF SHE WAS NOT SERVED ALCOHOL. I REQUESTED THE A FLT ATTENDANT TO THE COCKPIT. AS THE #1 FLT ATTENDANT ENTERED THE COCKPIT, THE PAX GOT OUT OF HER SEAT TO TALK TO THE FLT ATTENDANT. HE QUICKLY CLOSED THE COCKPIT DOOR. SHE TRIED TO OPEN THE LOCKED DOOR. I TURNED ON THE FASTEN SEAT BELT SIGN AND REQUESTED EVERYONE RETURN TO THEIR SEATS. WE DIVERTED TO ELP TO HAVE THE PAX REMOVED. THE PAX DID NOT POSE A PHYSICAL THREAT, BUT SHE DID THREATEN THE AIRPLANE IN FRONT OF OTHER PAX. IF FACED WITH THIS SIT AGAIN, I WOULD NOT REQUEST THE FLT ATTENDANT TO THE COCKPIT, REGARDLESS OF HOW THREATENING THE PAX. I WOULD PUT THE COCKPIT ON LOCK DOWN AS PER THE QRH.

Synopsis :

A B737-300 FLT CREW HAS TO DIVERT TO AN INTERMEDIATE ARPT WHEN A PAX ON BOARD EXHIBITED ABNORMAL ANTI SOCIAL TENDENCIES THAT RESULTED IN THE COCKPIT DOOR'S INTEGRITY BEING CHALLENGED IN FLT 75 W OF ELP, TX.

ACN: 585310

Time

Date : 200306

Day : Wed

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : CVG.Airport

State Reference : OH

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : B737-300

Mission : Passenger

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

ASRS Report : 585310

Person / 2

Function.Flight Crew : First Officer

Events

Resolatory Action.None Taken : Detected After The Fact

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

GND HOLD FROM ORD ON TXWY WITH ONLY APU RUNNING. FLT ATTENDANT CAME TO FLT DECK WITH A STACK OF CUPS FROM THE AFT LAV. EACH CUP HAD HAD A SINGLE PAPER MATCH PLACED IN THE BOTTOM THEN RETURNED TO THE DISPENSER. I CONTACTED DISPATCH, STATION MGR, GND SUPVR, AND OPS. THE LAVS WERE DISCRETELY AND THOROUGHLY INSPECTED WITH NOTHING ELSE SUSPICIOUS FOUND. OPS AND THE CREW AGREED NO FURTHER THREAT SEEMED APPARENT. WE WERE FUELED AND CONTINUED ON TO ORD WITHOUT INCIDENT.

Synopsis :

B737-300 CREW FOUND THE DRINKING CUPS IN THE AFT LAV WERE TAMPERED WITH BY PLACING A MATCH IN THE BOTTOM OF THE CUP.

Time

Date : 200306

Day : Thu

Local Time Of Day : 1201 To 1800

Place

State Reference : OK

Aircraft / 1

Controlling Facilities.ARTCC : ZKC.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B737 Undifferentiated or Other Model

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

ASRS Report : 586775

Person / 2

Function.Flight Crew : First Officer

Events

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Independent Detector.Other.Flight CrewA : 1

Supplementary

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Problem Areas : Weather

Narrative :

WHILE FLYING FLT FROM MIA TO DEN. JUST AS WE PASSED OVERHEAD TUL, I GOT A CALL FROM THE #1 FLT ATTENDANT INFORMING ME THAT A GUY IN COACH HAD JUST FLASHED AN FAA IDENT AND INSTRUCTED THE FLT ATTENDANTS TO GET CTL OF THE CABIN AND GET THESE PEOPLE IN THEIR SEATS BECAUSE THE SEAT BELT SIGN WAS ON. I QUESTIONED THEM AS TO WHO THIS GUY WAS AND THEY DIDN'T KNOW. HE WAS AN OLDER GUY WITH A BEARD, WEARING A HARLEY DAVIDSON T-SHIRT. I TOLD THEM I DIDN'T HAVE ANY KNOWLEDGE OR PAPERWORK OF A FED ON BOARD, JUST THE 2 'FAM'S'. THEY SAID THEY WERE NOT TOLD OF ANY EITHER, AND HE DIDN'T ACT LIKE FAA. I REMINDED THEM ABOUT THE MEMOS WE WERE GETTING ABOUT 3 MONTHS AGO ABOUT LOST/STOLEN FAA CREDENTIALS AND MAYBE WE HAD A FAKE ON BOARD. I TOLD THEM TO KEEP AN EYE ON HIM. LATER, THEY CALLED BACK AND SAID HE MAY BE FOR REAL BECAUSE HE WANTED TO TALK TO THE CREW WHEN WE GOT TO DEN. I TOLD THEM I WOULD LIKE TO TALK TO HIM ALSO AND ASK THE 'FAM'S' TO HOLD BACK A FEW MINS AFTER WE GOT TO DEN. AS THE PAX WERE GETTING OFF THE FLT, THE FO WAS STANDING IN THE DOOR SAYING GOOD-BYE. WHEN HE WENT BY, HE TOLD THE FO, 'I NEED TO SEE YOU AND THE ENTIRE CREW ON THE JET BRIDGE.' I THEN WENT OUT ON THE JET BRIDGE WHERE HE AND THE 2 'FAM'S' WERE WAITING FOR ME. HE HANDED ME HIS FAA IDENT AND IT WAS REAL, SO I LET THE 'FAM'S' GO. HE SAID THAT HE WAS ACR Y ASSISTANT POI, ON A FULL FARE COACH TICKET RETURNING FROM HIS RECURRENT TRAINING, SO TECHNICALLY, HE WAS ON DUTY. THEN, HE STARTED TO TELL ME THAT HE COULD FINE ACR \$11000 FOR EACH OCCURRENCE OF PAX LEAVING THEIR SEAT WHEN THE SEAT BELT SIGN WAS ON. HE GAVE ME THE IMPRESSION THAT HE WANTED THE FLT ATTENDANTS TO CONFRONT EACH PAX THAT GOT UP WHILE THE SEAT BELT SIGN WAS ON. HE THEN SAID HE WOULD OVERLOOK THE INCIDENT IF I WOULD TALK TO THE FLT ATTENDANTS. I TOLD HIM THAT 'WE'RE GOING TO BE RIDING TO THE HOTEL TOGETHER AND IT WOULD BE A TOPIC OF DISCUSSION,' AND IT WAS. THIS GUY BROUGHT UP SOME VERY REAL SECURITY ISSUES BY HIS BEHAVIOR. IT'S COMMON SENSE THAT POST SEP/TUE, YOU DON'T PULL THAT KIND OF STUNT AND SURPRISE THE WORKING CREW IN THAT MANNER. HE ALSO MAY HAVE CROSSED THE LINE WHEN HE STARTED GIVING ORDERS TO THE CREW WHEN THEY FULLY COMPLIED WITH COMPANY PROCS. HIS ACTIONS CAN BE VIEWED AS INTERFERENCE AND OR INTIMIDATION BY HIS POS WITH THE FAA. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE FLT HAD ENCOUNTERED LIGHT TURB FOR AN EXTENDED PERIOD. EFFORT WAS MADE TO FIND SMOOTHER AIR, BUT IT WAS UNSUCCESSFUL, SO THE SEAT BELT SIGN WAS ON FOR AN EXTENDED PERIOD. A BEVERAGE SVC HAD BEEN COMPLETED SO PAX HAD A NEED TO USE THE LAVATORIES IN SPITE OF THE PRECAUTIONARY SEAT BELT SIGN USE. THE FLT ATTENDANTS, WHO WERE A VERY EXPERIENCED CREW, MADE APPROPRIATE ANNOUNCEMENTS WHEN PAX IGNORED THE SIGN. THE FLT ATTENDANTS WERE SO INTIMIDATED BY THE PERSON THAT THEY MADE A REQUEST TO 'GET THE SEAT BELT SIGN OFF AS SOON AS POSSIBLE.'

Synopsis :

AN ACR CREW IS CONFRONTED INFLT BY, WHAT TURNS OUT TO BE, AN FAA ASSISTANT POI FOR ANOTHER CARRIER IN A MANNER THAT MADE THEM SUSPECT THAT HE MAY BE FAKE WITH FAKE CREDENTIALS. IN THEIR CONCERN FOR SECURITY THE CREW ASKED 'FAM'S' TO MONITOR THE SIT AFTER LNDG UNTIL IT WAS RESOLVED. THE 'FAM'S' WERE NOT NEEDED OR IDENTED.

Time

Date : 200307

Day : Thu

Local Time Of Day : 1201 To 1800

Place

State Reference : CO

Altitude.MSL.Single Value : 33000

Environment

Flight Conditions : VMC

Ceiling : CLR

Aircraft / 1

Controlling Facilities.ARTCC : ZDV.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B737-900

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

ASRS Report : 587089

Person / 2

Function.Flight Crew : First Officer

ASRS Report : 587090

Person / 6

Function.Controller : Radar

Events

Anomaly.Non Adherence : FAR

Resolutory Action.Flight Crew : Diverted To Alternate

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

ENRTE FROM ZZZ TO MCO, A FLT ATTENDANT ASKED TO ENTER THE FLT DECK TO EXPLAIN A SIT THAT EXISTED IN THE CABIN. FLT ATTENDANT STATED THAT A YOUNG BOY APCHED HIM, TELLING HIM THAT THE MAN SEATED NEXT TO HIM HAD SHOWN HIM FIREWORKS AND ASKED IF HE'D LIKE TO LIGHT ONE. FLT ATTENDANT STATED THAT THE BOY WAS CRYING AND TREMBLING. FLT ATTENDANT STATED THAT DURING THE BOARDING PROCESS, HE WAS CONCERNED ABOUT THE WAY PAX WAS ACTING. HE HAD ASKED THE OTHER FLT ATTENDANTS TO OBSERVE PAX AND LET HIM KNOW IF THEY SAW ANY PROB WITH THE PAX. NONE OF THE OTHER FLT ATTENDANTS EXPRESSED ANY CONCERN. I ASKED IF A PROVISION COULD BE MADE TO MOVE THE BOY AND HIS BROTHER TO ANOTHER SEAT AWAY FROM THE PAX. I ASKED FLT ATTENDANT TO INVESTIGATE SIT. FLT ATTENDANT REVEALED THAT THE PAX HAD A BACKPACK WITH FIRECRACKERS (20-30), AN AERIAL MORTAR, CANDLE, SWISS ARMY KNIFE, MATCHES, AND RAZOR. I THEN ASKED FLT ATTENDANT TO ISOLATE THE BACKPACK FROM THE INDIVIDUAL. DURING THE EVENT, I SOLICITED INPUTS FROM ALL CREW MEMBERS TO FIND OUT AS MUCH FACTUAL INFO AS POSSIBLE, SO THAT IT COULD BE PASSED ALONG TO DISPATCH. NONE OF THE OTHER THREE WORKING FLT ATTENDANTS EXPRESSED CONCERN TO ME ABOUT THE SIT. PAX WANTED TO USE THE BATHROOM. I TOLD FLT ATTENDANT TO ALLOW THIS, BUT TO LEAVE THE DOOR OPEN AND TO OBSERVE THE PAX JUST IN CASE HE HAD SOMETHING HIDDEN ON HIS BODY. PAX WAS MOVED TO THE AFT OF THE ACFT, UNDER THE OBSERVATION OF ANOTHER FLT ATTENDANT. BOTH FO AND FLT ATTENDANT #1 EXPRESSED TO ME NUMEROUS TIMES THAT THEY WERE UNCOMFORTABLE WITH BEING AIRBORNE AND WANTED THE ACFT TO LAND AS SOON AS POSSIBLE. DISPATCH, WITH INFO ON THE PAX AND THE SIT, RESPONDED AND ASKED IF WE WERE PROCEEDING ON TO MCO. NOT TAKING DIVERTING WITH AN OVERWEIGHT LNDG SIT LIGHTLY, ALONG WITH THE OPERATIONAL AND ECONOMIC IMPLICATIONS, SINCE THREE OF THE FLT ATTENDANTS DIDN'T PERCEIVE ANY THREATENING BEHAVIOR, NOTING THAT PAX HAD ALREADY TRAVELED WITHOUT INCIDENT ON A PREVIOUS FLT, THAT HIS BAG WAS ISOLATED FROM HIM, THAT HE WAS MOVED AWAY FROM HIS PREVIOUS SEAT, AND WAS UNDER THE OBSERVATION OF ANOTHER FLT ATTENDANT. I MADE THE DECISION TO PERSONALLY SPEAK WITH THE PAX TO FURTHER ANALYZE THE SIT IN ORDER TO DETERMINE AN APPROPRIATE RESPONSE TO WHETHER OR NOT THERE WAS A NEED TO DIVERT. WHEN I SPOKE WITH PAX HE SAID THAT IT WOULD BE FUN TO THROW A FIRECRACKER OUT OF THE DOOR FROM THE AIRPLANE. UPON RETURNING TO THE FLT DECK, A DECISION WAS MADE, COORDINATING WITH DISPATCH, TO DIVERT. I BELIEVE THAT THE LINES OF COM WITH THE FLT CREW WERE OPEN. DIVERT TO ZZZ, OVERWEIGHT LNDG, INSPECTION, AND SIGN OFF ACCOMPLISHED. PAX WAS REMANDED TO CUSTODY WITH A GOVERNMENT AGENCY. SUPPLEMENTAL INFO FROM ACN 587090: DESCRIBED AS 'UNSTABLE, UNCOOPERATIVE' AND HAVING MADE THE COMMENT THAT HE FELT EVERYONE WAS AGAINST HIM. THERE WAS ALSO SOME SUSPICION OF HIM MIXING AND DRINKING HIS OWN ALCOHOLIC BEVERAGES. AFTER RELOCATING THE BOYS, FLT ATTENDANT ENLISTED THE AID OF THREE OTHER INDIVIDUALS TO HELP WITH PAX. LATER I WAS INFORMED THAT DURING THAT TIME FRAME HE ATTEMPTED TO OPEN THE R2 DOOR AND WAS RESTRAINED BY ONE OF OUR ASSISTING PAX. WE WERE GREETED BY LAW ENFORCEMENT ONCE WE ARRIVED AT THE GATE AND PAX WAS ESCORTED PEACEFULLY OFF THE ACFT.

Synopsis :

A B737 FLT CREW IS NOTIFIED BY THE FLT ATTENDANT'S THAT THERE IS A PAX WITH FIREWORKS, MATCHES, A KNIFE, AND OTHER CONTRABAND IN THE CABIN THAT IS ACTING WEIRD AND WANTS TO LIGHT A FIRECRACKER.

ACN: 587810

Time

Date : 200307

Day : Wed

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : DFW.Airport

State Reference : TX

Aircraft / 1

Controlling Facilities.Tower : DFW.Tower

Operator.Common Carrier : Air Carrier

Make Model : MD-80 Super 80

Mission : Passenger

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

ASRS Report : 587810

Person / 2

Function.Flight Crew : First Officer

ASRS Report : 587661

Person / 7

Function.Controller : Ground

Events

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Resolatory Action.None Taken : Detected After The Fact

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

AFTER LNDG, FLT ATTENDANT CALLED COCKPIT AND SAID A PAX SAID HE HAD A BOMB IN HIS BAG AND WOULD BLOW UP THE AIRPLANE UNLESS HE GOT OFF THE AIRPLANE SOON. WE INFORMED TWR CTLR AND DISPATCH. I WAS CONTINUOUSLY ON INTERPHONE WITH ALL FLT ATTENDANTS AND WE DETERMINED THE PAX WAS CALM AND NOT THREATENING. THE PAX AND TRAVELING COMPANION BOTH SAID HE WAS JUST JOKING. THE PAX ORIGINAL STATEMENT WAS SPOKEN TO ONE OR TWO OTHER PAX SEATED NEAR HIM AND OVERHEARD BY THE FLT ATTENDANT. THE FLT ATTENDANT ASKED HIM WHAT HE SAID AND THE PAX REPEATED IT, BUT SAID HE WAS JUST JOKING. I REQUESTED DFW POLICE OR FBI COME UP AIRSTAIR AND REMOVE HIM AND HIS LUGGAGE. AFTER ABOUT 20 TO 30 MIN DELAY, THIS WAS DONE AND WE TAXIED TO THE GATE. SUPPLEMENTAL INFO FROM ACN 587661: GIVEN INSTRUCTIONS TO TAXI TO THE APCH END OF RWY 13R. FIRE AND POLICE VEHICLES WERE ALSO AT THIS LOCATION. THE CAPT WAS IN CONSTANT CONTACT WITH ALL FLT ATTENDANTS, AND WAS TOLD THAT THE PAX WAS STARTING TO SHOW REMORSE AND FURTHER, THAT THERE WAS NO BAG VISIBLE TO ANY OF THE FLT ATTENDANTS. WE THEN ELECTED TO HAVE LAW ENFORCEMENT PERSONNEL COME ON BOARD VIA THE ACFT STAIRS AND REMOVE THE PAX AND HIS BAGS.

Synopsis :

MD80 PAX MADE A BOMB THREAT ON TAXI IN AT DFW.

Time

Date : 200307

Day : Thu

Local Time Of Day : 1801 To 2400

Place

Locale Reference.Airport : DCA.Airport

State Reference : DC

Environment

Flight Conditions : Mixed

Aircraft / 1

Controlling Facilities.TRACON : PCT.TRACON

Controlling Facilities.Tower : DCA.Tower

Operator.Common Carrier : Air Carrier

Make Model : Regional Jet CL65, Bombardier (Canadair)

Mission : Passenger

Flight Phase.Descent : Approach

Route In Use.Approach : Instrument Precision

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

Experience.Flight Time.Total : 4700

Experience.Flight Time.Last 90 Days : 200

Experience.Flight Time.Type : 3200

ASRS Report : 588001

Person / 2

Function.Flight Crew : First Officer

Person / 8

Function.Controller : Approach

Function.Controller : Departure

Events

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Resolatory Action.None Taken : Detected After The Fact

Supplementary

Problem Areas : FAA

Problem Areas : Passenger Human Performance

Narrative :

TO START, ALL THE REQUIRED PA ADDRESSES TO THE PAX WERE MADE ON TIME. JUST AFTER JOINING THE FINAL APCH ILS TO RWY 1 AT DCA, THE FO WHO WAS WORKING THE RADIOS HAD RECEIVED A CALL FROM THE FLT ATTENDANT STATING THAT AN ELDERLY WOMAN HAD GOTTEN UP AND WENT TO THE BATHROOM. I ASKED THE FO TO NOTIFY APCH OF THE SIT. APCHS RESPONSE WAS THAT IT WAS OUR CALL, WHAT WE WANTED TO DO. I THEN TRANSFERRED CTLS TO THE FO, AND WANTED TO VERIFY WITH THE FLT ATTENDANT WHAT HAD TRANSPIRED. WHEN I TALKED TO THE FLT ATTENDANT SHE THEN VERIFIED THAT THE ELDERLY WOMAN HAD GOTTEN BACK INTO HER SEAT. WE THEN TRANSFERRED THE CTLS BACK TO MYSELF AND TOLD ATC THAT WE WOULD CONTINUE WITH THE APCH BEING THAT A POSITIVE RESPONSE WAS RECEIVED. THE REST OF THE FLT WAS UNEVENTFUL AND WE LANDED WITHOUT INCIDENT. THIS ENTIRE EVENT TRANSPIRED IN ABOUT APPROX 2-3 MIN. ON THE GND I FELT THAT IS WAS NECESSARY THAT THE ARPT POLICE BE NOTIFIED AND TALK WITH THE ELDERLY WOMAN ON THE IMPORTANCE OF REMAINING IN HER SEAT 30 PRIOR TO LNDG. I ASKED THE FLT ATTENDANT TO TELL THE ELDERLY WOMAN TO REMAIN BEHIND ON THE PLANE, WHILE THE OTHER PAX DEPLANED. THE ARPT POLICE WERE THE ONLY INDIVIDUALS PRESENT ON THE AIRPLANE ALONG WITH THE CREW AND A COMPANY REPRESENTATIVE. WHEN THE ARPT POLICE WERE QUESTIONING THE ELDERLY WOMAN, SHE HAD TOLD THEM THAT SHE DID NOT HEAR ANY OF THE PA'S THAT WERE MADE. I NOTIFIED THE CHIEF PLT OF THE SIT. THE ARPT POLICE HAD FOUND NOTHING WRONG WITH THE WOMAN'S RECORDS. I BELIEVE THAT THERE SHOULD BE A COMMON SENSE APCH TO ALL THE SECURITY PROCS, ESPECIALLY WITH ALL THE SAFE GUARDS IN PLACE WITH ARMED PLTS, REINFORCED COCKPIT DOORS, AND SOON TO BE REINFORCED BULK HEADS. THEY PROBABLY SHOULD INSTITUTE A FLT ATTENDANT CALL IN WHICH SHE IS SEATED IN HER JUMPSEAT AND A PERSON BECOMES A VIABLE THREAT BY STORMING THE COCKPIT. INSTEAD OF DIVERTING AN ACFT TO ANOTHER ARPT BECAUSE OF AN ELDERLY PERSON USING THE RESTROOM, OR PERHAPS HAVE EVERYONE SIGN A DOCUMENT PRIOR TO FLT ON THEIR TICKET PERHAPS, STATING THE RAMIFICATION OF USING THE RESTROOM OR ANY OTHER FUNCTION OUT OF THEIR SEAT IN OR AROUND DCA.

Synopsis :

CL65 CREW HAD AN ELDERLY LADY GO TO THE LAVATORY WITHIN 30 MIN OF LNDG AT DCA.

Time

Date : 200307

Day : Sun

Local Time Of Day : 0601 To 1200

Place

Locale Reference.Airport : ORD.Airport

State Reference : IL

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : MD-80 Super 80

Mission : Passenger

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

ASRS Report : 588657

Person / 2

Function.Flight Crew : First Officer

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Supplementary

Problem Areas : Company

Problem Areas : FAA

Problem Areas : Passenger Human Performance

Narrative :

DURING BOARDING PROCESS #1 FLT ATTENDANT ADVISED THAT AN ARMED PAX CAME ONBOARD AND THERE WAS NO PAPERWORK. I ADVISED HIM THAT WE ONLY NEEDED THE PAPERWORK PRIOR TO DEP. I ASKED THE LEAD AGENT FOR THE COMPANY FORM AND THE AGENT KNEW NOTHING ABOUT THE ARMED PAX. THE LEAD AND MYSELF TALKED ABOUT THE REQUIREMENTS AND RESPONSIBILITIES OF A LEO. DURING THIS CONVERSATION, ANOTHER AGENT RESEARCHED THE PAX AND FOUND OUT THAT HE WAS A REVENUE STAND-BY. THIS WAS GOOD NEWS TO THE LEAD AGENT AS HE COULD REMOVE THE PAX. I THOUGHT THAT WAS A GREAT IDEA. I WENT BACK TO MY SEAT AS THE #1 FLT ATTENDANT TOLD THE PAX TO GO FORWARD AND TALK TO THE AGENT. ALTHOUGH I DID NOT HEAR THE CONVERSATION, I ASSUME THAT THE AGENT EXPLAINED WHAT WAS GOING TO OCCUR. AS THE PAX REBOARDED THE ACFT TO GET HIS BAG, HE HOLLERED AT THE COCKPIT, 'THANK YOU VERY MUCH' IN A VERY AGITATED VOICE. I WAS ON THE JETBRIDGE WHEN HE DEPLANED AND ASKED HIM, 'DO YOU HAVE AN ATTITUDE PROBLEM?' HIS RETORT WAS, 'WHAT DO YOU THINK?' I TOLD HIM I THOUGHT THAT HE DID AND THAT HE DID NOT UNDERSTAND HIS RESPONSIBILITIES. HE ADVISED ME THAT HE HAD DONE EVERYTHING HE WAS TOLD TO DO AND WOULD NOT BE TREATED LIKE A CHILD. HE WENT ON TO SAY HE SHOULD NOT HAVE TOLD ANYONE ABOUT THE WEAPON, THAT HE SHOULD HAVE JUST WALKED ON. AT THIS POINT, I FELT WE HAD AN EXTREMELY SERIOUS SECURITY PROBLEM. A MAN WITH A WEAPON WHO DOES NOT KNOW HIS DUTIES OR HIS RESPONSIBILITIES, WHO APPEARS TO BE TRYING TO BLUSTER HIS WAY ON THE ACFT AND AN INDIVIDUAL WHO IS UNABLE TO CONTROL HIS TEMPER. THIS MADE ME BEGIN TO WONDER. I DECIDED TO CALL ORD POLICE. PAX WAITED IN THE GATE AREA FOR THE POLICE. AN AGENT SHOWED UP BEFORE THE POLICE. I EXPLAINED THE SIT. AGENT AND POLICE TALKED TO THE PAX OUT OF MY HEARING RANGE. WHEN IT WAS EVIDENT THAT THE POLICE DID NOT NEED TO TALK TO ME, I DEPARTED. I NEVER OBSERVED ANYONE ASK THE PAX FOR ID DURING THE ORDEAL. ANOTHER AGENT INFORMED ME THAT THE PAX WAS MIL. REVIEWING PART 1, I DO NOT SEE HOW MIL IS AUTHORIZED TO CARRY WEAPONS. AGENT INFORMED ME THAT TSA HAD SCREWED-UP AS WELL AS PAX DID NOT HAVE THE PROPER PAPERWORK TO GET THROUGH SECURITY.

Synopsis :

AN MD80 FLT CREW DISCOVERS THAT THERE IS AN ARMED PAX WITHOUT PAPERWORK. WHEN ASKED TO DEPLANE, THE PAX HAS AN ATTITUDE PROBLEM.

ACN: 590311

Time

Date : 200308

Day : Fri

Local Time Of Day : 0601 To 1200

Place

Locale Reference.Airport : MIA.Airport

State Reference : FL

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : MD-80 Super 80

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

ASRS Report : 590311

Person / 2

Function.Flight Crew : First Officer

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

AFTER A 1 HR MAINT DELAY. WE WERE PREPARING TO PUSH OFF THE GATE WHEN THE FLT ATTENDANT #1 CAME TO THE COCKPIT AND INFORMED ME THAT THE FEDERAL AIR MARSHAL SEATED IN 1 ASKED IF THE AIR PHONES WERE DISCONNECTED AND WAS THERE A SECRET SERVICE AGENT IN SEAT X. I TOLD HER THAT I DID NOT HAVE ANY PAPERWORK AND ASKED IF THERE WAS A PROB. SHE TOLD ME THAT THE FAM AGENT WAS WORRIED BECAUSE THIS PAX APPEARED INTOXICATED AND HE WAS ON THE AIR PHONES STATING THAT 'HE WAS LATE FOR A MEETING WITH PRESIDENT BUSH AND MR ASHCROFT IN TEXAS AND THAT HE WAS AN ARMED SECRET SERVICE AGENT.' WHILE MYSELF AND THE FA1 WERE CONFERRING, FLT ATTENDANT #4 CAME INTO THE COCKPIT AND SAID THAT PAX AND AIR MARSHAL WERE GETTING NERVOUS BECAUSE OF THE ACTIONS AND STATEMENTS FROM THE PAX IN X. I DELAYED THE PUSHBACK TO ASSESS THE SIT. I APCHED THE PAX AND ASKED HIM IF EVERYTHING WAS OK. HE SAID OK. I NOTICED AN ODOR OF ALCOHOL AND HIS EYES WERE GLASSY AND BLOODSHOT. I ASKED THE PAX TO JOIN ME IN THE GALLEY. I ASKED THE PAX IF HE WAS A SECRET SERVICE AGENT. HE REPLIED YES, I ASKED TO SEE HIS CREDENTIALS. HE TOLD ME HE HAD NONE AND THAT HE WAS NOT A SECRET SERVICE AGENT. I INFORMED HIM THAT IT WAS A FEDERAL CRIME TO IMPERSONATE A FEDERAL OFFICER. HE TOLD ME HE COULD PRODUCE ID LATER. AT THAT POINT, I SURMISED THAT THE ALCOHOL WAS TALKING. I ASKED HIM IF HE WANTED SOME FOOD, COFFEE OR WATER. HE ASKED ME REPEATEDLY IF HE COULD HAVE ANOTHER DRINK SO HE COULD GO TO SLEEP. I TOLD HIM 'NO MORE ALCOHOL.' I ASKED THE PAX IF HE WOULD GO BACK TO HIS SEAT AND NOT CAUSE ANY MORE COMMOTION AND GO TO SLEEP OR I WOULD HAVE HIM REMOVED FROM THE FLT, WHICH WOULD INVOLVE LAW ENFORCEMENT. HE COMPLIED WITH MY WISHES AND CLOSED HIS EYES AS IF SLEEPING. I ASKED THE FLT ATTENDANT #1 IF SHE WAS OK TO TAKE HIM AND THE AIR MARSHAL GAVE ME A THUMBS UP SO AS NOT TO COMPROMISE HIS IDENTITY. THE FLT CONTINUED AS PLANNED AND ABOUT 40 MINS LATER, I INFORMED DISPATCH ABOUT THE INCIDENT. IN ABOUT 20 MINS, THE FLT ATTENDANT #1 INFORMED ME THAT THE PAX ASKED FOR A GLASS OF WINE AND THAT SHE SAID NO. HE ASKED IF IT WAS CAPT'S ORDERS AND WHAT WAS THE CAPT'S NAME. HE SAT QUIETLY WITH NO FURTHER INCIDENT TO IAH. AFTER DEPLANING, THE AIR MARSHAL, AND ANOTHER AIR MARSHAL SEATED IN Y DETAINED THE PAX FOR QUESTIONING. IT WAS LATER LEARNED FROM THE PAX'S WIFE THAT HE WAS TAKING MEDICINE AND WAS NOT SUPPOSED TO DRINK ALCOHOL BECAUSE 'IT MAKES HIM CRAZY.' THE AIR MARSHALS TURNED HIM OVER TO THE ARPT POLICE AND REBOARDED THE FLT BACK THE MIAMI.

Synopsis :

A PAX HAD TOO MANY DRINKS AND CLAIMED TO BE A SECRET SERVICE AGENT.

Time

Date : 200308

Day : Tue

Local Time Of Day : 1801 To 2400

Place

State Reference : OH

Altitude.MSL.Single Value : 31000

Environment

Flight Conditions : Mixed

Aircraft / 1

Controlling Facilities.ARTCC : ZOB.ARTCC

Operator.Common Carrier : Air Taxi

Make Model : Light Transport, Low Wing, 2 Turbojet Eng

Mission : Passenger

Flight Phase.Cruise : Level

Flight Phase.Descent : Intermediate Altitude

Person / 1

Function.Flight Crew : First Officer

Experience.Flight Time.Total : 2100

Experience.Flight Time.Last 90 Days : 140

Experience.Flight Time.Type : 400

ASRS Report : 590873

Person / 2

Function.Oversight : PIC

Function.Flight Crew : Captain

Person / 4

Function.Controller : Radar

Events

Anomaly.Non Adherence : FAR

Independent Detector.Other.Flight CrewA : 1

Resolutory Action.Flight Crew : Diverted To Another Airport

Resolutory Action.Flight Crew : Landed As Precaution

Resolutory Action.Controller : Issued New Clearance

Resolutory Action.Controller : Provided Flight Assist

Supplementary

Problem Areas : Company

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

PAX HAD TROUBLE BREATHING. CREW ADMINISTERED O2. PAX EVENTUALLY WAS FOUND TO BE UNCONSCIOUS. ACFT DIVERTED TO GET PAX MEDICAL ATTENTION. UPON REALIZING THAT WE WERE DIVERTING, PAX AND WIFE BECAME AGITATED AND TRIED TO CONVINCE CREW TO CONTINUE FLT TO SCHEDULED DEST. CREW HAD MADE COMMAND DECISION AND CONTINUED TO SAFE LNDG AT ALTERNATE ARPT. THE FLT WAS TERMINATED AT THAT TIME. THE REAL PROB OF THE FLT WAS WHEN PAX AWOKO ON DESCENT. HE BECAME COMBATIVE AND AGITATED. WHEN HIS REQUESTS WERE DENIED, BOTH HE AND HIS WIFE WERE A CONTINUOUS INTERFERENCE TO THE CREW. THE PAX WERE INSTRUCTED TO REFRAIN FROM ARGUING WITH THE CREW, AND INSTRUCTED TO TAKE THEIR SEATS AND FASTEN SEATBELTS. THE PAX IGNORED THE CREW DIRECTIONS. THIS LED TO A LESS THAN OPTIMUM ENVIRONMENT FOR THE CREW. BOTH CREW MEMBERS WERE SEVERELY DISTRACTED FROM THEIR DUTIES AND PERFORMANCE WAS DEGRADED. A SUCCESSFUL LDA APCH WAS MADE IN MARGINAL VMC, BUT AS A CREW MEMBER, I FELT THAT OUR PERFORMANCE WAS SUB-PAR DUE TO THE PAX INTERFERENCE. AFTER THE TERMINATION OF THE FLT, BOTH CREW MEMBERS REALIZED THAT THE MALE PAX WHO HAD PASSED OUT HAD NO IDENTIFICATION. HAD WE CHKED ID PRIOR TO FLT, WE COULD HAVE TERMINATED THE FLT BEFORE IT GOT STARTED SINCE WITHOUT ID THE PAX WOULDN'T HAVE BEEN ALLOWED ON BOARD. THAT WAS OUR MISTAKE AS CREW MEMBERS AND A CONTRIBUTING FACTOR TO THE PAX DISTURBANCE AND SUBSEQUENT REDUCTION IN PLT PERFORMANCE. OUR ACTIONS WERE CORRECT AND APPROPRIATE TO THE SIT THAT DEVELOPED. THE MAIN CAUSE OF THE UNSAFE SIT WAS THE AGITATED STATE OF OUR PAX. THIS LED TO A CONTINUOUS DISTRACTION TO CREW MEMBERS.

Synopsis :

AN AIR TAXI 8 PAX JET DIVERTS TO AN ALTERNATE ARPT AFTER ONE PAX PASSES OUT DURING CRUISE, WITH SUBJECT PAX, WHO HAD NO ID, THE WIFE GETTING VERY UPSET ABOUT THE DIVERSION.

Time

Date : 200308

Day : Fri

Local Time Of Day : 0601 To 1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : B777-

Mission : Passenger

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

ASRS Report : 591235

Person / 2

Function.Flight Crew : First Officer

Person / 3

Function.Flight Crew : Relief Pilot

Person / 5

Function.Oversight : Flight Attendant In Charge

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Independent Detector.Other.Flight CrewA : 1

Resolutory Action.None Taken : Anomaly Accepted

Supplementary

Problem Areas : Cabin Crew Human Performance

Problem Areas : Company

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

I WAS THE CAPT ON THE FLT ZZZ TO RJAA. I ARRIVED AT THE ACFT AND NOTICED TWO INS AGENTS ON THE JETBRIDGE. I ASKED THE INS AGENT IF THERE WAS A DEPORTEE ON BOARD. HE SAID THERE WAS. I ASKED WHERE HE HAD ORIGINATED AND IF HE WAS ASIAN. HE ANSWERED MY QUESTIONS, BUT SEEMED RELUCTANT TO BE FORTHCOMING. I WENT TO THE COCKPIT TO STOW MY LUGGAGE AND KITBAG. I WENT BACK TO THE JETBRIDGE TO FIND OUT WHERE THE DEPORTEE HAD BEEN SEATED AND WAS INFORMED BY THE PURSER THAT A PAX HAD BEEN CUT AND WAS BLEEDING SEVERELY. I RETURNED TO THE COCKPIT AND TOLD THE RELIEF PLT TO CALL GND AND SEND EMT'S TO THE ACFT IMMEDIATELY. MEANWHILE, THE FO WAS ASKING THE INS AGENT WHERE THE DEPORTEE WAS SEATED AND IF THE DEPORTEE COULD BE THE PERSON WHO WAS CUT. INS AGENT TOLD THE FO THAT THE DEPORTEE WAS SEATED IN ROW X. THE PURSER STATED THAT HE WAS IN SEAT X. FO ASKED INS AGENT TO GO AND SEE IF THE PERSON WHO HAD BEEN CUT WAS THE DEPORTEE. THE INS AGENT WAS UNWILLING TO DO SO AND THE FO HAD TO ASK HIM REPEATEDLY TO GO BACK AND CHECK. WHEN THE INS AGENT RETURNED TO THE JET BRIDGE, I HAD TO ASK HIM TWO OR THREE TIMES IF THE DEPORTEE WAS THE CUT PERSON. INS AGENT SEEMED TO BE UNWILLING TO BE FORTHCOMING, BUT FINALLY STATED THAT THE DEPORTEE WAS THE ONE WHO WAS CUT. THIS DEPORTEE HAD IN FACT SLASHED HIS OWN WRIST WITH A RAZOR CARTRIDGE WITH WHICH HE HAD BOARDED THE ACFT. APPARENTLY, DEPORTEES ARE ALLOWED TO BOARD ACFT WITH RAZORS IN THEIR PERSONAL ITEMS REGARDLESS OF THEIR STATE OF MIND. UPON ARRIVAL IN RJAA I SPOKE WITH AN AGENT AT LENGTH CONCERNING THIS MATTER. I DID NOT GET HIS NAME, BUT HE TOLD ME HE WAS THE SECURITY TRAINER AT RJAA. THIS DEPORTEE WAS DESPERATE AND DEMONSTRATED THAT HE WAS CAPABLE OF ANYTHING TO AVOID BEING SENT BACK TO CHINA. THE CABIN OF AN AIRLINER IS NO PLACE FOR A PERSON IN THAT STATE OF MIND. TO ALLOW ANY DEPORTEE ABOARD AN ACFT WITH A RAZOR VIOLATES ALL COMMON SENSE WHEN THE SAFETY OF THE CREW AND PASSENGERS IS AT STAKE. SIGNED FORMS ARE REQUIRED FOR LAV AND WATER SVC. AT A MIN THE CAPT AND THE PURSER SHOULD BE PROVIDED WITH A FORM WITH THE FOLLOWING INFO, 1) DEPORTEE'S NAME 2) ASSIGNED SEAT 3) NATIONALITY 4) COUNTRY OF PASSPORT ISSUE 5) REASON FOR DEPORTATION. THE CAPT SHOULD BE INFORMED CONCERNING ANY DEPORTEES AND WILL BE THE FINAL AUTHORITY IN ACCEPTANCE OF ANY DEPORTEES. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: RPTR STATED THAT THE ACR'S MANUAL ONLY REQUIRES THAT A CABIN CREW MEMBER BE MADE AWARE OF AN IMMIGRANT DEPORTEE BEING PLACED ABOARD THE ACFT. THERE IS NO REQUIREMENT FOR THE FLT CREW (COCKPIT) TO BE NOTIFIED OR ANY OFFICIAL PAPERWORK TO BE PRESENTED. HE STATED IT IS COMMON PRACTICE FOR THE INS AGENTS TO ATTEMPT TO PLACE THE DEPORTEE ON THE ACFT WITHOUT NOTIFYING ANY CREW MEMBER. THE NORMAL PROCEDURE IS FOR THE INS TO CIRCUMVENT SECURITY AND TAKE THE DEPORTEE DIRECTLY TO THE ACFT VIA THE RAMP AND THE ACCESS LADDER TO THE JET BRIDGE. THE RPTR STATED THAT THE INDIVIDUAL IN THIS INSTANCE HAD MADE IT THROUGH THE INS SCREENING IN HONG KONG AND NARITA AND WAS CAUGHT DUE TO A FALSE PASSPORT IN HIS POSSESSION UPON ENTRY INTO THE USA. THE DEPORTEE WAS IMMEDIATELY PLACED ON THE NEXT FLT BACK TO NARITA. THE RPTR IS CONCERNED THAT THE STABILITY OF THE DEPORTEE WITH REGARD TO HIS PERSONAL BEHAVIOR, COULD AFFECT THE ENTIRE FLT AND THAT IT POSES A SECURITY PROBLEM.

Synopsis :

B777 FLT CREW HAS A SECURITY ISSUE CONCERNING AN IMMIGRANT DEPORTEE DURING BOARDING AT ZZZ, US.

Time

Date : 200308

Day : Thu

Local Time Of Day : 1801 To 2400

Place

Locale Reference.Airport : ORD.Airport

State Reference : IL

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : B777 Undifferentiated or Other Model

Mission : Passenger

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

ASRS Report : 591906

Person / 2

Function.Flight Crew : First Officer

Person / 5

Function.Oversight : Supervisor

Events

Independent Detector.Other.Flight CrewA : 1

Supplementary

Problem Areas : Company

Problem Areas : Environmental Factor

Problem Areas : FAA

Narrative :

JUST PRIOR TO CLOSING THE DOOR, I WAS INFORMED THAT 3 DEPORTEES WERE BROUGHT TO THE GATE BY 2 ARMED CUSTOMS INSPECTORS. WE HAD NO PRIOR NOTICE OF THESE INDIVIDUALS, NOR DID WE HAVE THEIR SEAT NUMBERS. NO EXPLANATION WAS AVAILABLE FOR THE REASON THEY WERE BEING DEPORTED. WE FOUND OUT THAT THESE INDIVIDUALS WERE BEING DEPORTED BACK TO THE MIDDLE EAST AND THAT 2 HAD JUST COME FROM THE MIDDLE EAST. I QUESTIONED THE SECURITY SUPVR AND WAS INFORMED THAT THIS HAPPENS ALL THE TIME AND NOT TO BE ALARMED. HE WAS ALSO EXTREMELY WORRIED ABOUT CLOSING THE DOORS AND LOADING THE DEPORTEES' BAGS. THERE HAS TO BE MORE DONE TO NOTIFY THE CREW THAT DEPORTEES ARE BEING HANDLED. I REALIZE THAT MANY ARE BEING CAUGHT IN A PAPER WORK VACUUM, BUT WE STILL NEED MORE INFO. ALSO, WHAT IS THE LIMIT ON THE NUMBER OF DEPORTEES THAT CAN BE HANDLED ON ONE FLT. IN THIS TIME OF SECURITY AND THREATS TO OUR ACFT, WE ARE CONSTANTLY BEING REMINDED THAT THESE INDIVIDUALS WORK IN GROUPS AND THEN WE PUT THEM TOGETHER WHEN THEY ARE NOT ALLOWED IN THIS COUNTRY. THIS DOES NOT MAKE SENSE. WE NEED BETTER INFO AND BETTER COOPERATION. WHO IS RESPONSIBLE FOR MAKING SURE THE BAGS ARE ACTUALLY SCANNED AND X RAYED? CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR RE-STRESSED THE ALLEGATION THAT NO ONE INVOLVED FELT THERE WAS ANYTHING AMISS IN THE FLT CREW NOT BEING MADE AWARE OF THE REASONS AND RISK ASSESSMENT FOR THE BOARDING OF THESE INDIVIDUALS. IT WAS NECESSARY FOR HIM TO SUGGEST DENYING BOARDING BEFORE THE CUSTOMS OFFICERS TOOK HIM SERIOUSLY ENOUGH TO PROVIDE THE INFO HE REQUESTED. HE FURTHER STATED THAT THIS AND A SUBSEQUENT SIMILAR EPISODE HAVE CAUSED HIM TO MAKE THE HANDLING OF DEPORTEES A PART OF HIS PREFLT BRIEFING WITH FLT ATTENDANTS, SPECIFYING THAT THE COCKPIT IS TO BE ADVISED ABOUT ANY DEPORTEES BOARDED AND THAT THE DOORS NOT BE CLOSED UNTIL HE HAS HAD AN OPPORTUNITY TO OBSERVE AND ASSESS SUCH BOARDING ON AN INDIVIDUAL BASIS.

Synopsis :

CAPT OF B777 CONCERNED ABOUT THE BOARDING OF DEPORTEES WITH PHYSICAL CHARACTERISTICS CONSISTED WITH SECURITY CONCERNS WITHOUT NOTIFICATION RE THE LEVEL OF RISK INHERENT WITH THEIR CARRIAGE.

ACN: 593358

Time

Date : 200309

Day : Thu

Local Time Of Day : 1201 To 1800

Place

State Reference : UT

Altitude.MSL.Single Value : 39000

Aircraft / 1

Controlling Facilities.ARTCC : ZLC.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : A320

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

ASRS Report : 593358

Person / 2

Function.Flight Crew : First Officer

Supplementary

Problem Areas : Cabin Crew Human Performance

Problem Areas : Company

Problem Areas : Environmental Factor

Problem Areas : FAA

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

MIDWAY THROUGH THE FLT, THE PURSER CALLED THE COCKPIT TO ADVISE OF A POTENTIALLY HOSTILE PAX. SHE DID NOT CLASSIFY IT BY LEVEL, BUT EXPLAINED THAT HE WAS A COACH PAX ATTEMPTING TO USE THE FIRST CLASS LAVATORY. THE PURSER EXPLAINED THAT SHE MADE AN ANNOUNCEMENT ABOUT PAX USING LAVS IN THEIR RESPECTIVE CABINS AND THAT SHE HAD REDIRECTED THE PAX TO THE AFT LAVS WHEN HE ATTEMPTED TO ENTER THE FIRST CLASS LAV. EVENTUALLY, THE SIT WAS RESOLVED WHEN THE PAX APOLOGIZED TO THE PURSER FOR HIS 'RUDE' BEHAVIOR. MY POINT IS THAT THIS IS THE THIRD INCIDENT OF PAX BECOMING HOSTILE OR RUDE WHEN ASKED TO USE ANOTHER LAVATORY. THE PURSER INDICATED THAT SHE HAS HAD MANY PROBS WITH THIS POLICY AND AGREED THAT RESTRICTING PAX TO THE LAVS IN THEIR RESPECTIVE CABINS SEEMS TO CAUSE MORE PROBS THAN IT SOLVES. PERSONALLY, I FIND THIS POLICY TO BE UNNECESSARY AS THE FLT ATTENDANTS ARE QUITE CAPABLE OF MANAGING MOST PEOPLE THAT APPROACH THE COCKPIT. AS THIS POLICY IS CONSIDERED TO BE OFFENSIVE AND EMBARRASSING TO MANY PAX, I AM CONCERNED THAT IT'S ENFORCEMENT COULD RESULT IN NEEDLESS SECURITY CONCERNS DURING THE FLT.

Synopsis :

A PAX ON AN A320 BECOMES HOSTILE WHEN HE IS TOLD THAT HE CAN'T USE THE FORWARD LAV FOR SECURITY REASONS.